Ending Homelessness Outcomes Framework: 2025 Update Report

2nd October 2025

Overview

This document is the second report published against the new Ending Homelessness Outcomes Framework. This report is intended to be read in conjunction with the Ending Homelessness Action Plan, last updated August 2023.

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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Chapter 1: Introduction

1.1.   The purpose of the Ending Homelessness Outcomes Framework (EHOF) is 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 these outcomes over time.

1.2.   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](#), last updated in August 2023. 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.

1.3.   The EHOF was developed by a Task & Finish group and [consulted](#) upon in mid-2023. A [final version of the framework](#) was published January 2024 and the first ['baseline' report](#) was subsequently published in July 2024.

EHOF structure:

1.4.   The Outcomes Framework is structured as follows:

- **Strategic Outcomes** – To set out the broad overarching outcomes to align with key themes of the Ending Homelessness Action Plan - to make homelessness rare, brief and unrepeated **Diagram 1** below sets out the six Strategic Outcome areas.
- **Detailed Outcomes** – Each Strategic Outcome is underpinned by a range of detailed outcomes to define the desired specific outcomes for the people of Wales.
- **Data indicators** – Each detailed outcome has at least one proposed 'data indicator' identified as a measure of progress over time in achieving an outcome.

Underpinning detailed outcomes and data indicators

1.5.   Information on each of the proposed Detailed Outcomes that underpin each Strategic Outcome; alongside supporting 'data indicators' to measure progress against each detailed outcome can be found [here](#). All data used within this report is subject to revisions or updates, data included here is correct as at time of writing this report.

Diagram 1: Strategic outcomes

Rare: People are prevented from experiencing homelessness in the first place as early as possible

Person-centred approach: Public services ensure equitable access which meets the needs of their local population and is tailored to individual need

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

Fundamentally reform Homelessness services to focus on prevention and rapid rehousing

Public Service response: Public services work effectively in a trauma-informed way to end homelessness

Unrepeated: People do not experience multiple episodes of homelessness

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

Chapter 2: Executive Summary

2.1.   This is the second report published against the Ending Homelessness
       Outcomes Framework. This report is intended to be read in conjunction with
       the Ending Homelessness Action Plan, last updated August 2023, and the
       first 'baseline' report published in July 2024.

2.2.   It is still too early to measure progress over time against all Strategic
       Outcomes within the Framework. Future updates to this report will include a
       comparative assessment of progress made over the period against individual
       'detailed outcomes' for each Strategic Outcome. In addition, at this stage
       several data indicators identified within the EHOF are not currently collected
       due to data limitations. Work is ongoing with Welsh Government's Knowledge
       and Analytical Services to attempt to address these data gaps.

2.3.   It is also important to recognise this report is being published at a time of
       considerable change; wider economic and geo-political events impacting on
       demand for housing and homelessness services and significant proposed
       reform to the homelessness and housing system.

2.4.   On 19 May 2025 The Homelessness and Social Housing Allocation (Wales)
       Bill and the associated Explanatory Memorandum was introduced to the
       Senedd. The Bill sets out a range of amendments to transform the
       homelessness system in Wales, including a stronger emphasis on prevention
       to achieve our long-term ambition to end homelessness. As outlined above,
       this report should not be considered in isolation but should be read in
       conjunction with the Ending Homelessness Action Plan and the first 'baseline'
       report.

Chapter 3: Strategic Outcome 1 - Rare
People are prevented from experiencing homelessness in the first place as early as possible.

Overview

3.1   This strategic outcome aims to reflect our commitment to prevent homelessness in the first place and ensure the correct focus in the appropriate preventative areas. In the short-term, we expect that less people experience homelessness and more people are successfully prevented from experiencing homelessness. In the long-term, we would expect to see less presentations to homelessness services.

Key
No data available to measure
Proxy measure/data to be reinstated
Majority of data available to measure

Table 1: Strategic Outcome 1: Detailed Outcome summary

Detailed Outcome	Indicators and measures	What good looks like
1: Fewer households experience homelessness in the first place	+ Three out of five indicators available to measure. — One indicator available to measure is a proxy measure.	**Short-term**: Data available for all indicators. **Long-term**: Positive progress against all indicators.
2: Groups at greatest risk are identified and measures put in place so that fewer people in those groups	+ Indicator is available to measure. — proxy measure.	**Short-term:** Move away from proxy measure to incorporate more at-risk groups. **Long-term:** Positive progress against the indicator.

3: Children and young people at risk of homelessness are identified at an early stage and prevented from experiencing homelessness	**+** All indicators available to measure. **—** One indicator measured by a proxy measure	**Short-term:** Replace proxy measure with a direct measure **Long-term:** Positive progress against all indicators
4: No one is street homeless	**+** One out of two indicators available to measure.	**Short-term:** Data available for all indicators. **Long-term:** Positive progress against all indicators
5: Support is available to ensure family and relationship breakdown does not result in homelessness	**+** Indicator available to measure	**Long-term:** Positive progress against indicator.
6: Sufficient supply and access to good quality, affordable, safe homes to meet housing need	**+** Four out of five indicators available to measure.	**Short-term:** Data available to measure all indicators. **Long-term:** Positive progress against all indicators.

Detailed Outcomes 7 to 9 have been included in Annex 2, due to these detailed outcomes cross referencing directly with the Wellbeing of Wales National Indicators.

## Detailed Outcome 1: Fewer households experience homelessness in the first place

Table 2: Detailed Outcome 1, Rare: Indicator summary

Detailed Outcome 1 - Indicators	Latest data available	Source/ availability	What good looks like
1a: Number of households presenting as homeless	2023-24	Statutory Homelessness data returns – proxy measure	Number of presentations to homelessness services decreasing.
1b: Percentage of households prevented from becoming homeless after accessing support from local authorities.	2023-24	Statutory Homelessness data returns	Higher percentage of households successfully prevented from homelessness.
1c: 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, Wales	2023-24	Statutory Homelessness data returns	Lower percentage of households unsuccessfully prevented from homelessness.
1d: Number of households experiencing hidden homelessness absolute and per 10,000 households	N/A	No available data sources	The number of households experiencing hidden homelessness decreasing.
1e: Number (and percentage) of households citing the following reasons as main reason for loss of last settled home (Section 73): ➢ Parent no longer willing or able to accommodate. ➢ 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	2023-24	Statutory Homelessness data returns *Note: Collection of this data indicator was paused during the pandemic but was resumed in 2023-24*	The number of households citing the specified reasons for main reason for loss of last settled home to decrease.

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 informed about the options available to them and/or know where to go for assistance	N/A	Cross reference to Housing Support Grant Outcomes Framework - data to be available for future EHOF report subject to consistency and quality of data.	The number of people able to engage with housing related support services and are better informed about options available to them increasing.
Link to Housing Support Grant Primary Outcome 4: People using HSG services 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)	N/A	Cross reference to Housing Support Grant Outcomes Framework - data to be available for future EHOF report subject to consistency and quality of data.	The number of people using HSG services that can manage their existing accommodation increasing.

Indicator 1a: Number of households presenting as homeless

Chart 1: Approximate number of presentations[1] to homelessness services, per financial year, Wales
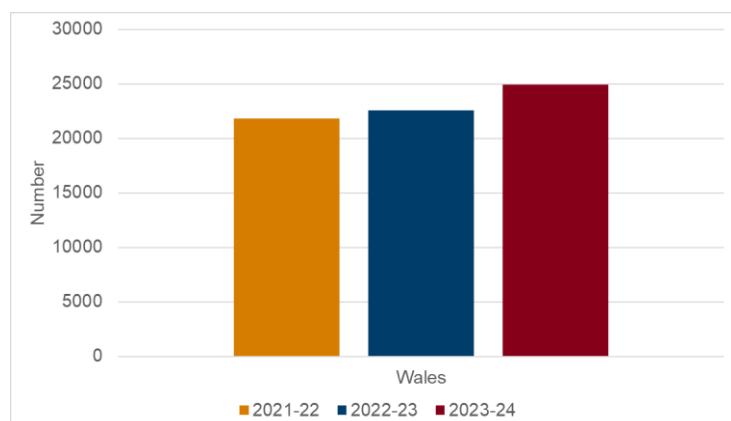
Source: Calculation based on data from the Welsh Government Statutory Homelessness data collection

[1]This data has been calculated using breakdowns within the Statutory Homelessness data and is therefore considered an approximate measure. Multiple households can present more than once in the same reporting period, additionally there are timing constrains which affects the accuracy of this measure.

3.2   This indicator is currently proxied by calculating the approximate 'Number of presentations to homelessness services' per financial year. Chart 1 shows that the approximate number of presentations to homelessness services has seen an increase of 2,382 between 2022-23 and 2023-24, an 11% increase.

Indicator 1b: Percentage of households prevented from becoming homeless after accessing support from local authorities

Chart 2: Percentage of households successfully prevented from experiencing homelessness, per financial year, Wales
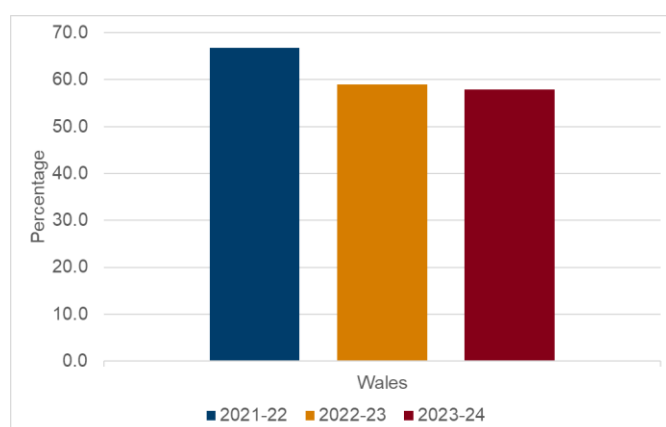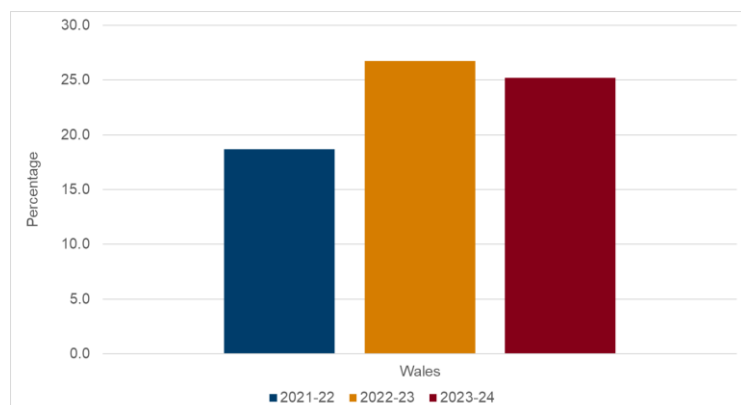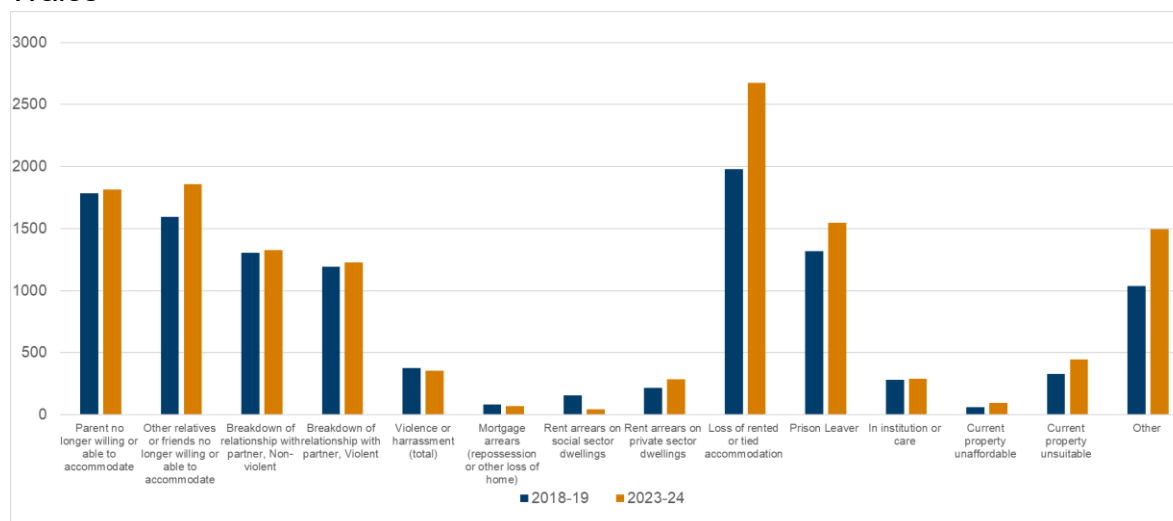

Source: Welsh Government Statutory Homelessness data collection

3.3   Chart 2 shows that the percentage of households successfully prevented from homelessness has remained similar between 2022-23 and 2023-24, 59% in 2022-23 to 58% in 2023-24.

Indicator 1c: 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, Wales

Chart 3: Percentage of households unsuccessfully prevented from experiencing homelessness, per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

3.4   Chart 3 shows that the percentage of households unsuccessfully prevented from homelessness has decreased slightly between 2022-23 to 2023-24, from 27% to 25%.

Indicator 1e: Number of households citing the following reasons* as main reason for loss of last settled home (Section 73)

Chart 4: Main reason for loss of last settled home by reason, per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

*Full list of reasons can be found on page 9.

3.5   Chart 4 outlines that the most common reason for loss of last settled home for 2018-19 and 2023-24 was loss of rented or tied accommodation. There has been an increase in these figures between this time frame from 1,980 in 2018-19 to 2,676 households in 2023-24.

Detailed Outcome 2: Groups at greatest risk are identified and measures put in place so that fewer people in those groups

Table 3: Detailed Outcome 2, Rare: Indicator summary

| Detailed Outcome 2 - Indicators	Latest data available	Source/ availability	What good looks like
2a: Number of people with one or more at risk characteristics for which assistance has been provided (broken down by successful and unsuccessful prevention and relief)	2023-24	Statutory Homelessness data returns – proxy measure	For each at risk group: • Number of households successfully prevented and successfully relieved from homelessness increasing. • Number of households unsuccessfully prevented and unsuccessfully relieved from homelessness decreasing.

Indicator 2a: Number of people with one or more at risk characteristics for which assistance has been provided (broken down by successful and unsuccessful prevention and relief)

Gender of lead applicant

Chart 4i: Number of households successfully and unsuccessfully prevented from experiencing homelessness (Section 66) by gender of lead applicant per financial year, Wales
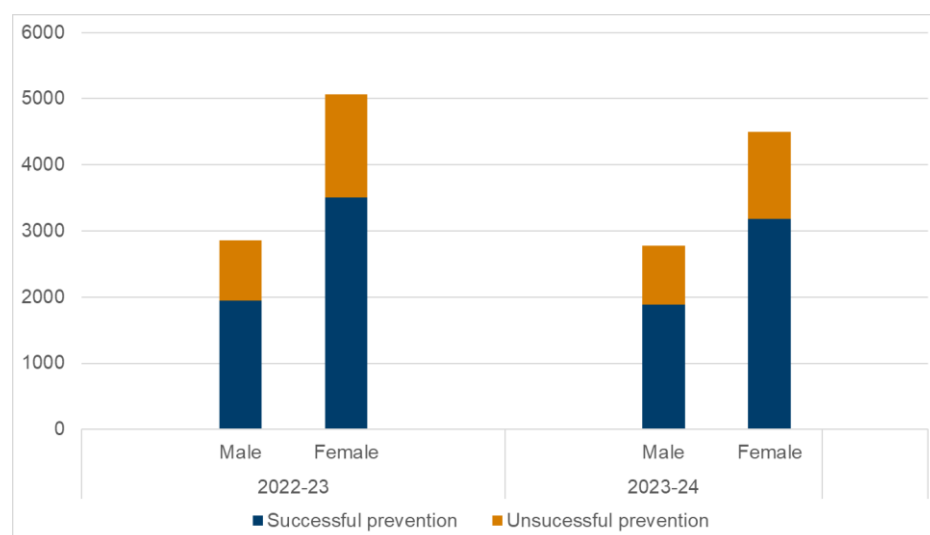
Source: Welsh Government Statutory Homelessness data collection

Chart 4ii: Number of households successfully and unsuccessfully relieved from homelessness (Section 73) by gender of lead applicant per financial year, Wales
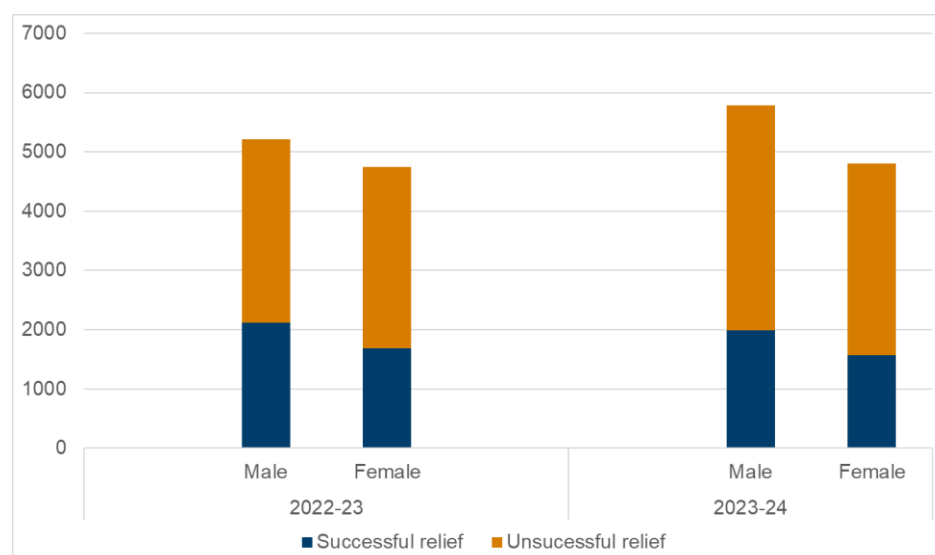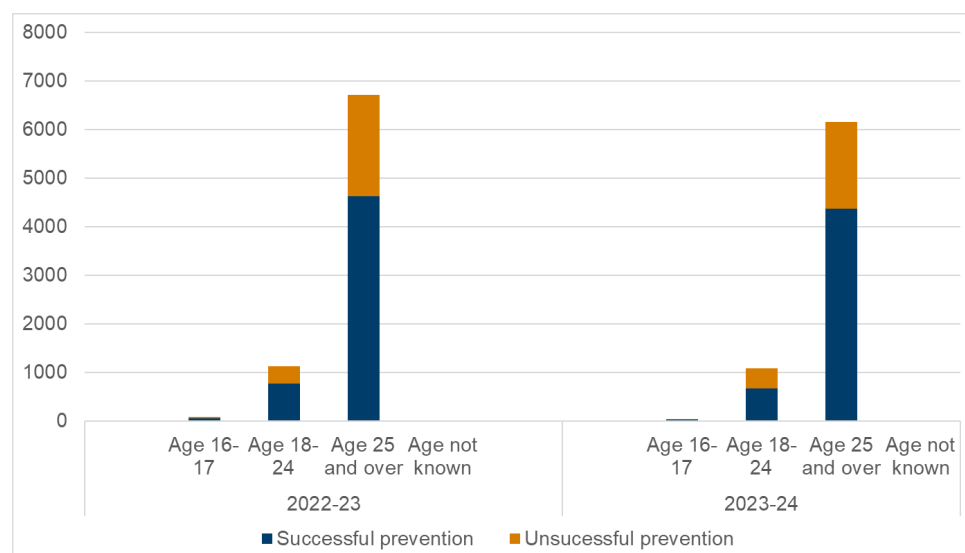

Source: Welsh Government Statutory Homelessness data collection

3.6   Chart 4i outlines that for male and female lead applicants the number of households that have been successfully prevented from experiencing homelessness has decreased between 2022-23 and 2023-24. Chart 4ii shows there has also been a decrease in the number of households successfully

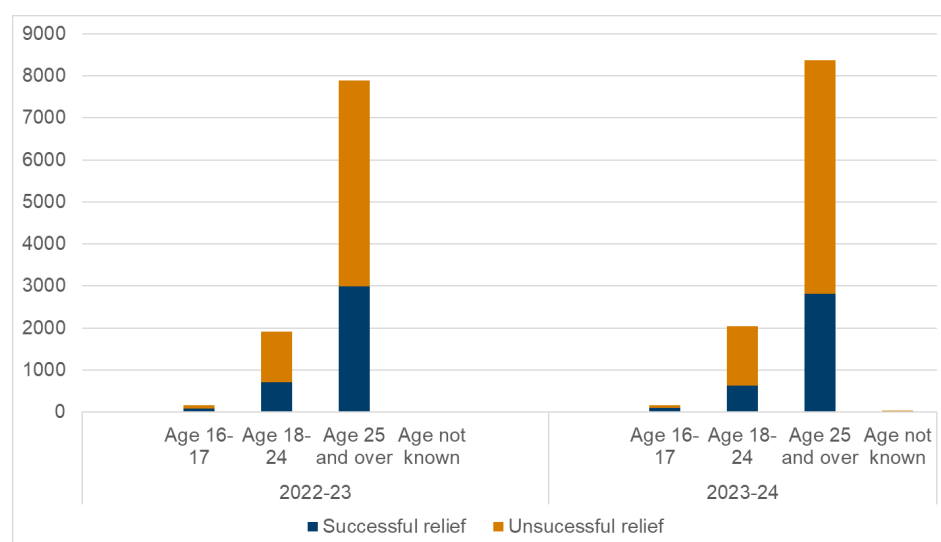relieved from homelessness for households with male and female lead applicants alike.

Age group of lead applicant

Chart 4iii: Number of households successfully and unsuccessfully prevented from experiencing homelessness (Section 66) by age group of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

Chart 4iv: Number of households successfully and unsuccessfully relieved from homelessness (Section 73) by age group of lead applicant per financial year, Wales
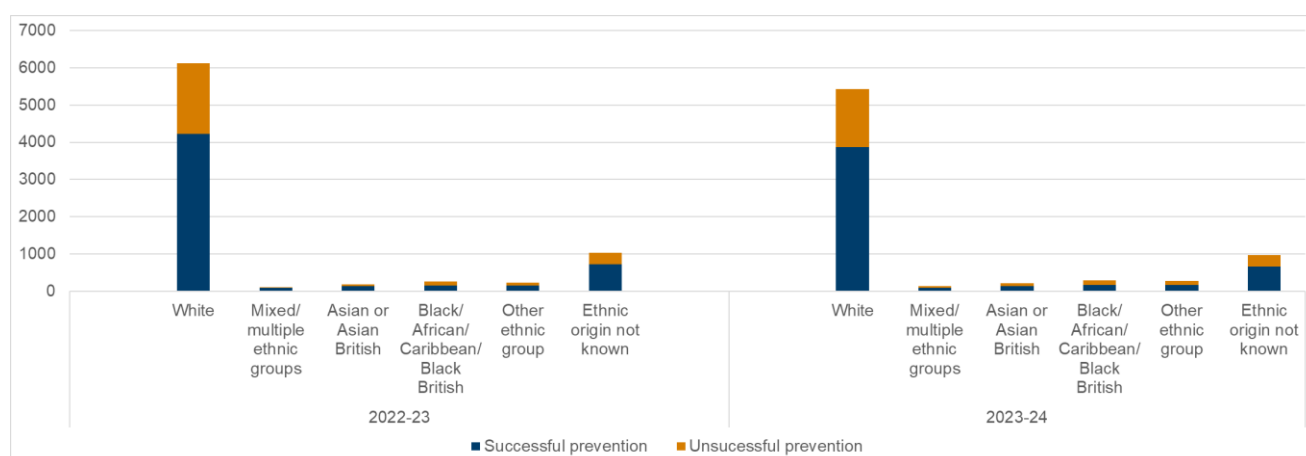

Source: Welsh Government Statutory Homelessness data collection

3.7   From charts 4iii and 4iv, the age group representing the majority of lead applicants per year is 'Age 25 and over'. Between 2022-23 and 2023-24, the number of households successfully prevented from experiencing homelessness has fallen or remained similar for all age groups. Similarly, the number of households successfully relieved from homelessness has either fallen or remained the same for all age groups.
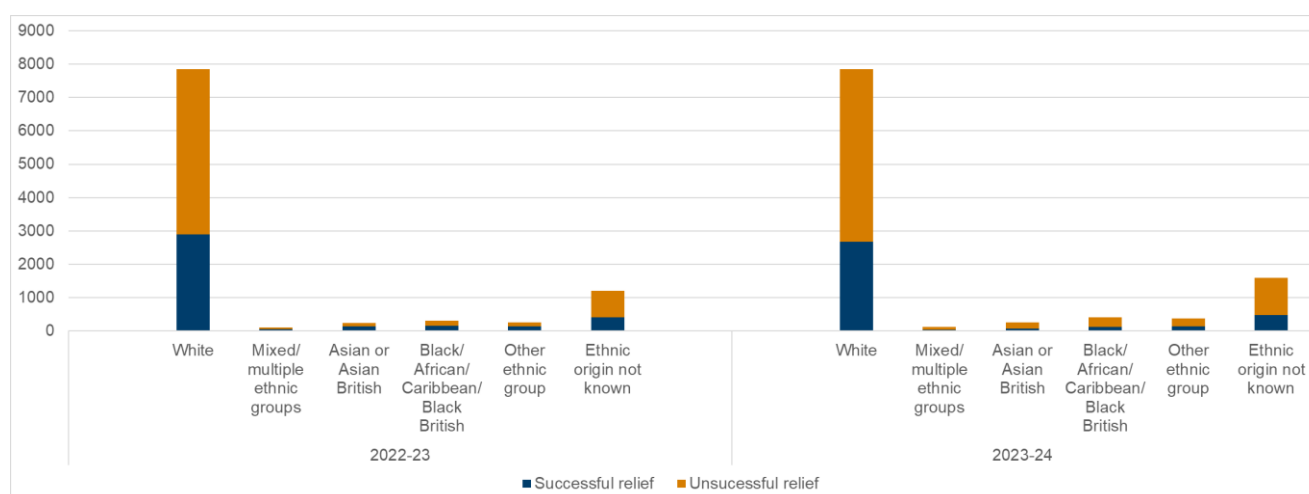
Ethnic Group of lead applicant

Chart 4v: Number of households successfully and unsuccessfully prevented from experiencing homelessness (Section 66) by ethnic group of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

Chart 4vi: Number of households successfully and unsuccessfully relieved from homelessness by ethnic group (Section 73) of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

3.8   Both charts, 4v and 4vi, show that 'white' is the ethnic group reported by the majority of lead applicants, with 'ethnic origin not known' as the next highest. For all groups, between 2022-23 and 2023-24 the number of households successfully prevented from homelessness has decreased or remained similar. Chart 4vi shows that most groups' have seen decreases in successful relief of homelessness.

Detailed Outcome 3: Children and young people at risk of homelessness are identified at an early stage and prevented from experiencing homelessness

Table 4: Detailed Outcome 3, Rare: Indicator summary

Detailed Outcome 3 - Indicators	Latest data available	Source/ availability	What good looks like
3a: Number of households with dependent children that are threatened with homelessness	2023-24	Statutory Homelessness data returns *Note: Collection of this data indicator was paused during the pandemic but was resumed in 2023-24*	The number of households with dependent children under 16 years that are threatened with homelessness decreasing.
3b: Number of households prevented from becoming homeless, broken down by age of lead applicant (16-17, and 18-24)	2023-24	Statutory Homelessness data returns	For both age groups: • **Short-term** –the number of households successfully prevented from homelessness increasing. • **Long-term** – the number of presentations to homelessness services decreasing, indicating more successful earlier prevention work.
3c: Number of dependent children aged 16 and under living in temporary accommodation by accommodation type	June 2025	Homelessness Accommodation Provision and Rough Sleeping data	The number of dependent children aged under 16 in temporary accommodation decreasing, and no children to be placed in unsuitable temporary accommodation.
3d: Number of 16-24 year olds living in temporary accommodation by accommodation type	2023-24	Statutory Homelessness data returns – proxy measure	The number of 16-17 year old single person households, and 18-21 year old care leavers placed in B&Bs decreasing.

Indicator 3a: Number of households with dependent children that are threatened with homelessness

Chart 5: Number of households with dependent children, threatened with homelessness, per financial year, Wales[2]
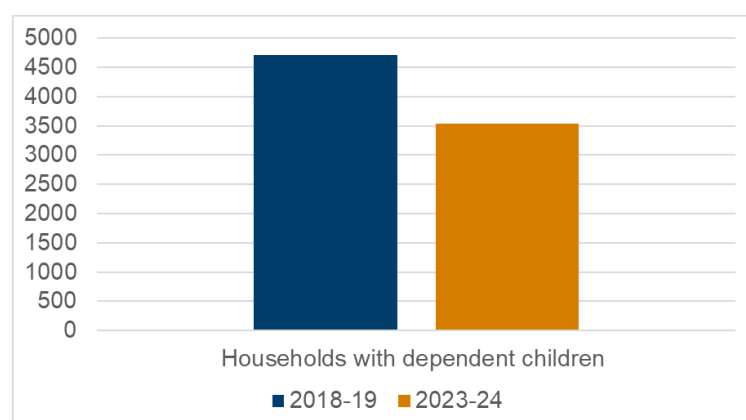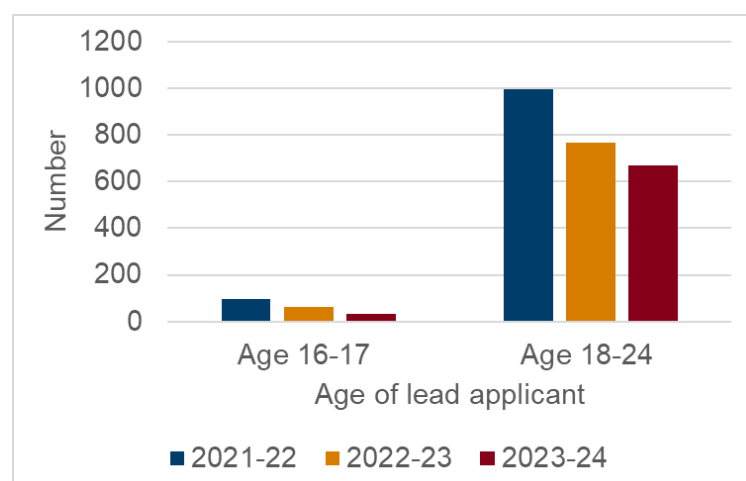

Source: Welsh Government Statutory Homelessness data collection

[2] This data was reinstated in the 2023-24 Statutory Homelessness data collection, data from 2018-19 has been included here for comparison purposes.

3.9   Chart 5 shows that the number of households threatened with homelessness that have dependent children has decreased between 2018-19 and 2023-24 from 4,716 to 3,540.

Indicator 3b: Number of households prevented from becoming homeless, broken down by age of lead applicant (16-17 and 18-24)

Chart 6: Number of households successfully prevented from becoming homeless, by age group of lead applicant and financial year, Wales
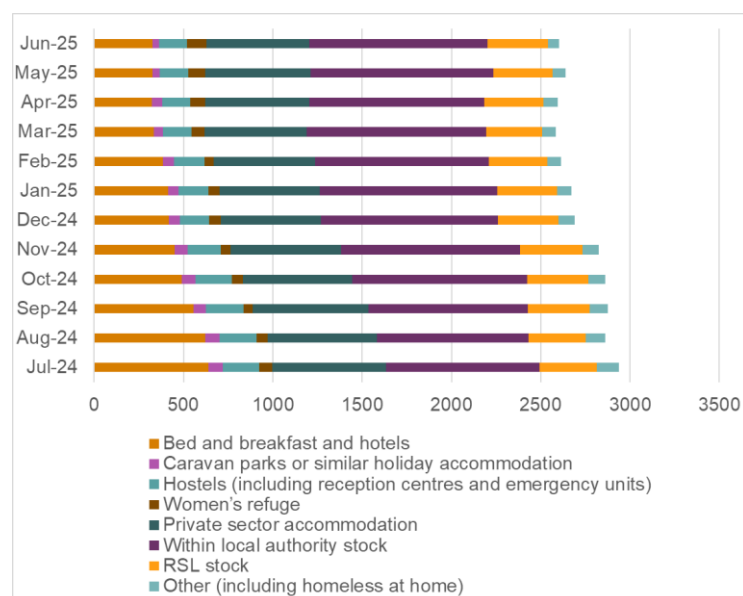

Source: Welsh Government Statutory Homelessness data collection

3.10   Chart 6 shows that the number of households successfully prevented for experiencing homelessness for the 16-17 year old age group has decreased between 2022-23 and 2023-24 by 30. Similarly for lead applicants aged 18-

24, there has been a 96 decrease in the number of successful preventions from experiencing homelessness between 2022-23 and 2023-24.

Indicator 3c: Number of dependent children aged 16 and under living in temporary accommodation by accommodation type

Chart 7: Number of dependent children aged under 16, in temporary accommodation at the end of the period, by accommodation type
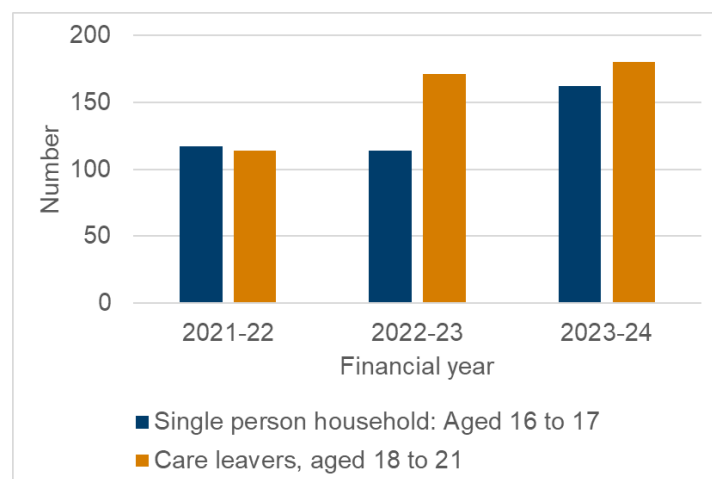

Source: Welsh Government [Homelessness Accommodation Provision and Rough Sleeping](#)

3.11   Chart 7 shows that dependent children under 16 are most commonly housed within local authority own stock. The number of dependent children under 16 temporarily accommodated in all types of accommodation has remained under 2,700 since December 2024 and has been decreasing fairly consistently in the most recent months' data.

Indicator 3d: Number of 16-24 year olds living in temporary accommodation by accommodation type

Chart 8: Total placements in Bed and Breakfasts, per financial year

Source: Welsh Government [Statutory Homelessness](#) data collection

3.12 To approximate the indicator in advance of a full data measure being available, Placements in Bed and Breakfasts for single person households aged 16-17 and for care leavers aged 18-21, is used. Chart 8 shows that in 2023-24, single person households aged 16-17 were placed in temporary B&B accommodation on 162 occasions, an increase of 48 compared to 2022-23. Care leavers aged 18 to 21 years old were placed in temporary B&B accommodation under the current Homelessness legislation on 180 occasions, an increase of 9 compared 2022-23.

Detailed Outcome 4: No one is street homeless

Table 5: Detailed Outcome 4, Rare: Indicator summary

Detailed Outcome 4 – Indicators	Latest data available	Source/ availability	What good looks like
4a: The number of people street homeless in a month, per local authority (absolute and per 100,000 population)	June 2025	Homelessness Accommodation Provision and Rough Sleeping data	The number of people sleeping rough decreasing.
4b: The number of NEW people street homeless by local authority	N/A	Scope to be captured within Homelessness Accommodation Provision and Rough Sleeping data	The number of new people sleeping rough decreasing.

Indicator 4a: The number of people street homeless in a month, per local authority (absolute and per 100,000 population)

Chart 9: The number of people sleeping rough at the end of the month, Wales
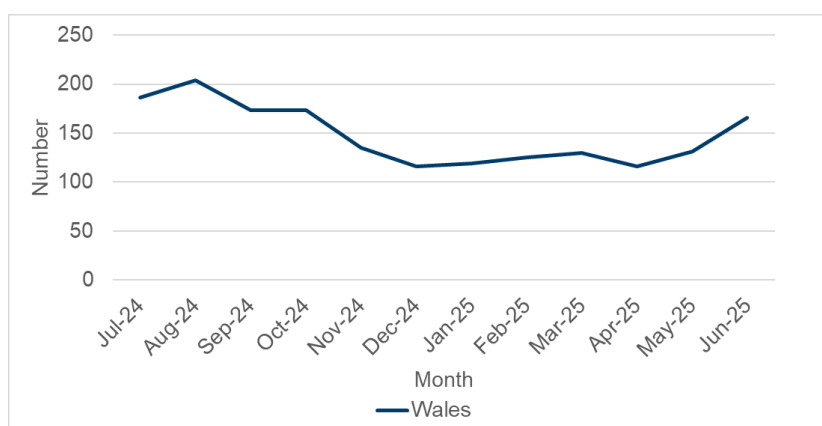
Source: Welsh Government Homelessness Accommodation Provision and Rough Sleeping

3.13 Chart 9 shows the number of people sleeping rough in Wales remains high at over 100 individuals across Wales, with seasonal variation. There is no evidence of a continuous decline in numbers. The figures vary between Local authority, as outlined in Table 6.

Table 6: 12-month average[3] number of people sleeping rough, per Local Authority, per 100,000 population

Local Authority	Average[3] number of people sleeping rough	2023 Mid-year population estimates	Average[3] number of people sleeping rough, per 100,000 population
Isle of Anglesey	4	69,291	6
Gwynedd	8	119,173	7
Conwy	1	114,410	1
Denbighshire	4	97,156	4
Flintshire	2	155,812	2
Wrexham	3	136,149	2
Powys	1	134,439	1
Ceredigion	19	73,050	26
Pembrokeshire	13	125,006	11
Carmarthenshire	2	190,083	1
Swansea	12	246,742	5
Neath Port Talbot	1	142,898	1
Bridgend	6	146,743	4
The Vale of Glamorgan	0	134,733	0
Rhondda,Cynon,Taff	0	241,178	0
Merthyr Tydfil	2	58,593	4
Caerphilly	5	176,437	3
Blaenau Gwent	0	67,356	0
Torfaen	11	93,419	11
Monmouthshire	6	94,572	7
Newport	16	163,628	10
Cardiff	31	383,536	8
Wales	**148**	**3,164,404**	**5**

Source: Welsh Government [Homelessness Accommodation Provision and Rough Sleeping](), and [Mid-year population estimates]()

[3]Average is based on a 12-month average, from July 2024 to June 2025.

3.12. Table 6 highlights the average number of people sleeping rough (for the specified period) per 100,000 population by Local Authority.

Detailed Outcome 5: Support is available to ensure family and relationship breakdown does not result in homelessness

Table 7: Detailed Outcome 5, Rare: Indicator summary

Detailed Outcome 5 - Indicator	Latest data available	Source/ availability	What good looks like
5a: 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): ➢ 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 ➢ Other relatives or friends no longer willing or able to accommodate	2023-24	Statutory Homelessness data returns *Note: Collection of this data indicator was paused during the pandemic but was resumed in 2023-24*	The number of households citing the listed reasons as the main reason for being threatened with homelessness decreasing.

Indicator 5a: 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)

*List of reasons can be found within table 7

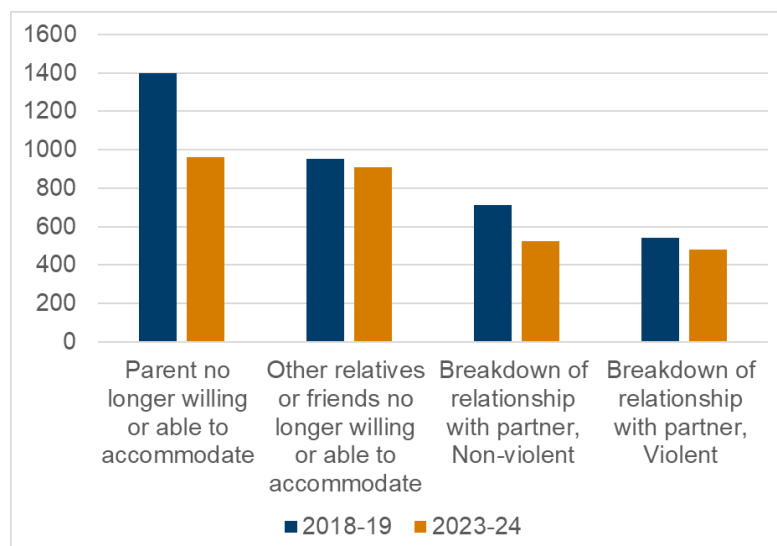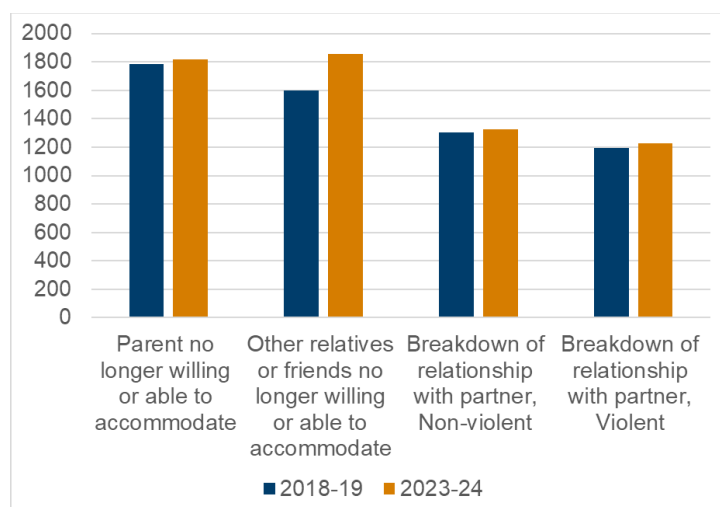**Chart 10i:** Number of households threatened with homelessness by reason, and financial year, Wales[4]

Chart 10ii: Lost of last settled home by reason, and financial year, Wales[4]

Source: Welsh Government Statutory Homelessness data collection

[4]This data was reinstated in the 2023-24 Statutory Homelessness data collection, data from 2018-19 has been included here for comparison purposes.

3.13.   Chart 10i outlines that the most common reason reported for being at threat of homelessness in 2023-24 was 'Parent no longer willing or able to accommodate'. Conversely Chart 10ii showcases that in 2023-24 the most common reason reported for loss of last settled home was 'other relatives or friends no longer willing or able to accommodate'.

Detailed Outcome 6: Sufficient supply and access to good quality, affordable, safe homes to meet housing need

Table 8: Detailed Outcome 6, Rare: Indicator summary

Detailed Outcome 6 - Indicators	Latest data available	Source/ availability	What good looks like
6a: Percentage of households spending 30% or more of their income on housing costs	September 2024	Wellbeing of Wales report 2024	A decrease in the percentage of households spending more than 30% of their income on housing costs.
6b: Housing Supply	March 2024 2023-24 2019-base	Dwelling stock estimates New house building 2019-base estimates of additional housing need	Housing supply increasing over time.
6c: Number of households on the Common Housing register	N/A	No available data sources	A decrease in the number of households on the Common Housing register, indicating sufficient supply of social housing stock.
6d: Percentage of homeless households who are allocated social and PRS tenancies	2023-24	Statutory Homelessness data returns *Note: Collection of this data indicator was paused during the pandemic but was resumed in 2023-24*	An increase in the percentage of homelessness households who are allocated social and PRS tenancies increasing.
6e: Percentage of all homes that meet the quality standards for social housing and Private Rented Sector	2022-23 2024	Welsh Housing Quality Standard Office for National Statistics – Percentage of dwellings covered by an EPC (proxy measure)	The quality of properties in the social housing and private rented sector improving. **For the PRS sector proxy measure**: the number of properties with EPC rating A-C to increase over time which would equate to quality improving.

Indicator 6a: Percentage of households spending 30% or more of their income on housing costs

Chart 11: Percentage of households spending 30% or more of their income on housing costs, over 3-year rolling financial periods[5]
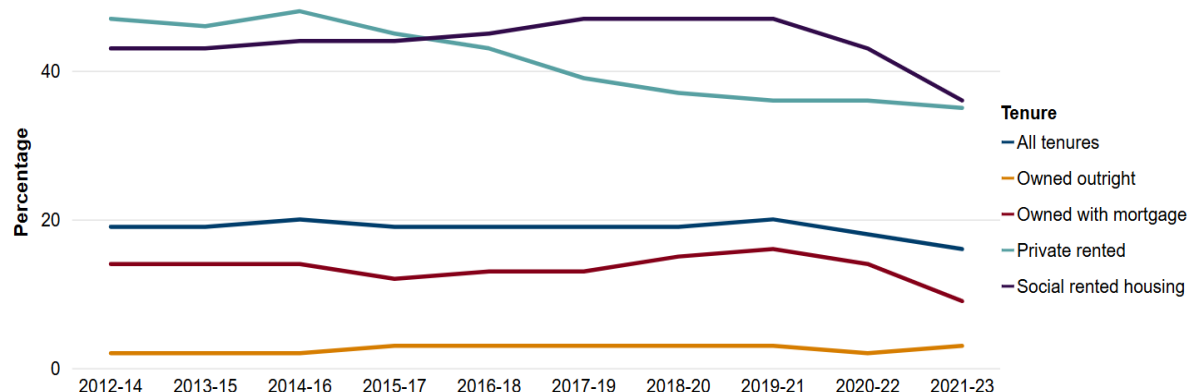
Source: Family resource survey, and Welsh Government Wellbeing of Wales report

[5]Data points spanning the Financial Year Ending (FYE) 2021 period do not include the FYE 2021 survey data in calculations, as it is judged to be of low quality. This means that for these periods, the estimates are based on 2 year rolling averages that omit the FYE 2021 survey data.

3.14.   The latest update to the Wellbeing of Wales report was published in 2024, at time of writing this report, therefore the chart reflects the latest data as at that time. Chart 11 shows that for the latest period where sufficient data is available (financial years 2021-22 and 2022-23), 15% of households spend 30% or more of income on housing costs. This percentage varies by housing tenure.

Indicator 6b: Housing Supply

Chart 12i Dwelling stock estimates by year and tenure, Wales

Source: Welsh Government Dwelling stock estimates

3.15. Chart 12i shows that the dwelling stock estimates as at 31st March for each year. Estimates have remained relatively consistent in recent years. For Local Authorities and Registered Social Landlords there has been an increase of 600 and 1,900 respectively between 31st March 2023 and 31st March 2024.

**Chart 12ii:** New dwellings completed by number of bedrooms and financial year, Wales
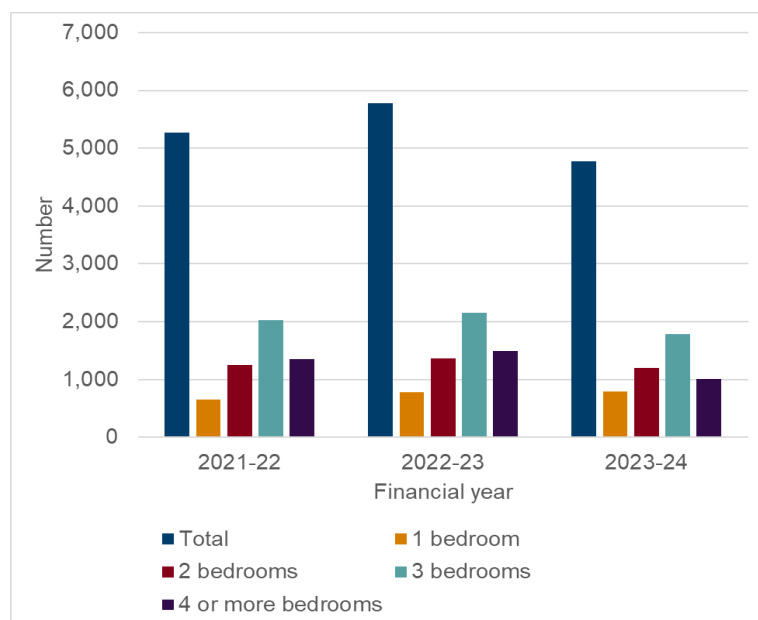
Source: Welsh Government New house building

3.16. Chart 12ii shows that the majority of new dwellings competed (houses and flats combined) have three bedrooms. The least number of new dwellings completed were one bedroom dwellings. Between 2022-23 and 2023-24 there was an overall decrease of 1,014 in the number of new dwellings completed.

3.17. Estimates of additional housing need were published in August 2020 at a national and regional level and covered the period 2019 to 2039. The key points for these estimates were that during the first 5 years (2019/20-2023/24), it was estimated that between 6,200 and 8,300 additional housing units would be required annually, with a central estimate of 7,400.

3.18. However, since the publication of the latest estimates of additional housing need, new estimates of the population from Census 2021 have been published. This means that the population estimates for the period 2011 and 2020 have been rebased and revised, and the 2019-based population and subsequent household projections (used within the estimates of additional housing need) no longer reflect the latest demographic data. It is not possible to update the estimates of additional housing need until up-to-date household projections are published later in 2025.

Indicator 6d: Percentage of homeless households who are allocated social and PRS tenancies

**Chart 13:** Percentage of cases where positive action succeeded in relieving homelessness[6]
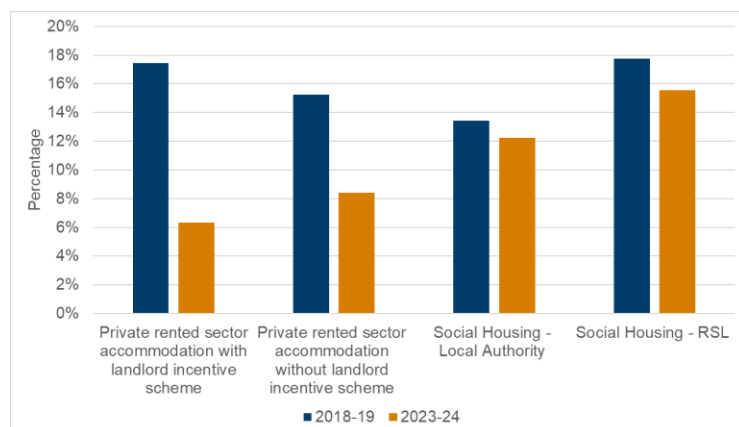
Source: Welsh Government Statutory Homelessness data collection

[6]This data was reinstated in the 2023-24 Statutory Homelessness data collection, data from 2018-19 has been included here for comparison purposes.

> 3.19. Chart 13 shows that in 2023-24 the majority of cases were successfully relieved from homelessness through RSL social housing, followed by Local Authority social housing.

Indicator 6e: Percentage of all homes that meet the quality standards for social housing and Private Rented Sector

Chart 14i: Distribution of social housing stock by WHQS compliance, 31 March 2014 to 31 March 2023, Wales[7]
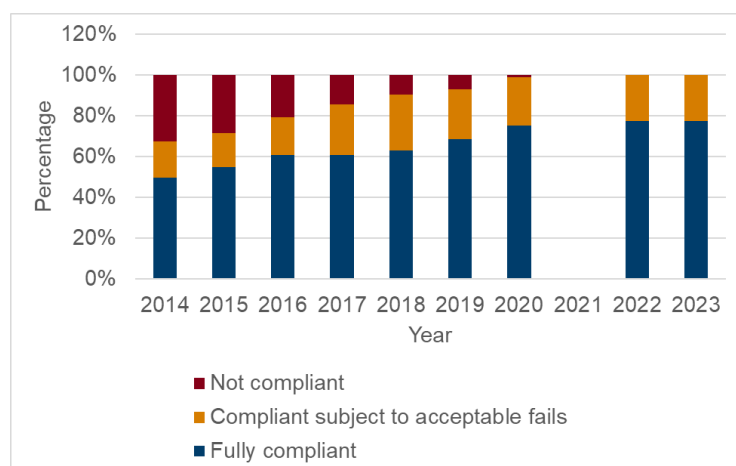

Source: Welsh Housing Quality Standard

[7]Data for 2020 was collected at 31 December. There was no data collection in 2021.

3.20. By March 2022, all social housing stock was found to comply with the Welsh Housing Quality Standard (WHQS), including acceptable fails. Three quarters (78%) of social housing stock achieved full compliance.

Chart 14ii: Privately rented homes in Wales with an EPC by energy efficiency rating and year, 2013 to 2022[8]
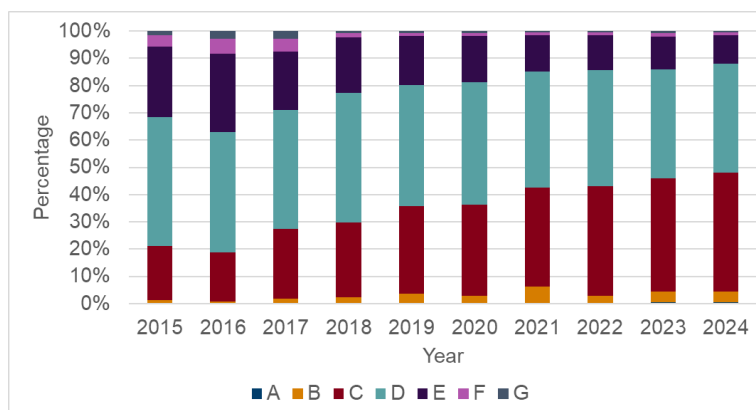
Source: https://rentsmart.gov.wales/en/energyperformance/

[8]Not all homes are covered by an EPC. Rent Smart Wales (RSW) analysis of EPC data indicates that at April 2025, 90% of properties registered with RSW were covered by an EPC (though in some cases the EPC may be more than 10 years old).

3.21. Chart 14ii shows that of the PRS homes in Wales which underwent an EPC assessment in 2024, 48% received an Energy Efficiency Rating (EER) of A, B or C. This percentage is similar when comparing to PRS homes assessed in 2023.

Chapter 4: Strategic Outcome 2 - Brief
People get a quick and effective response if they experience homelessness

Overview

4.1.   This strategic outcome aims to reflect our commitment to transition towards a 'rapid rehousing' approach to provide people experiencing homelessness with secure, settled, and self-contained housing as quickly as possible and are able to access the right level of support to achieve this. In the short-term, we expect that that people experiencing homelessness do not experience it long-term. In the long-term, we expect to see less people experiencing homelessness altogether.

Table 9: Strategic Outcome 1: Detailed Outcome Summary

| Detailed Outcome	Indicators and measures	What good looks like
1: People experiencing homelessness can access a settled home as quickly possible	+ Two out of four indicators available to measure. — Two indicators have no data available to measure	**Short-term**: Data available for all indicators. **Long-term**: Positive progress against all indicators.
2: Nobody experiences homelessness long-term	+ One out of two indicators available to measure. — Proxy measure.	**Short-term**: Data available for all indicators and move away from proxy measure. **Long-term**: Positive progress against all indicators.
3: People can access suitable, co-ordinated multi-agency support, tailored to their needs, where needed	+ One indicator available to measure. + Two indicators captured within HSG outcomes framework. — HSG indicators not yet available to measure.	**Short-term:** Data available for all indicators **Long-term**: Positive progress against all indicators.

Detailed Outcome 1: People experiencing homelessness can access a settled home as quickly possible

Table 10: Detailed outcome 1, Brief: Indicator summary

| Detailed Outcome 1 - Indicators	Latest data available	Source/ availability	What good looks like
1a: Length of time between initial placement in temporary accommodation and transition into settled accommodation (by duration category)	2023-24	Statutory Homelessness data returns	The length of time spent in all types of temporary accommodation decreasing.
1b: Number of people placed into suitable long term accommodation during period	June 2025	Homelessness Accommodation Provision and Rough Sleeping data	The number of people placed into suitable long-term accommodation increasing.
1c: The length of time between people being assessed as homeless and moving into settled accommodation	N/A	No available data sources	The length of time between people being assessed as homeless and moving into settled accommodation decreasing.
1d: The length of time between people being identified as street homeless and moving into settled accommodation	N/A	No available data sources	The length of time between people being identified as street homeless and moving into settled accommodation decreasing.

Indicator 1a: Length of time between initial placement in temporary accommodation and transition into settled accommodation (by duration category)

Chart 15i: Number of households temporarily accommodated by duration and type of accommodation in 2022-23, Wales
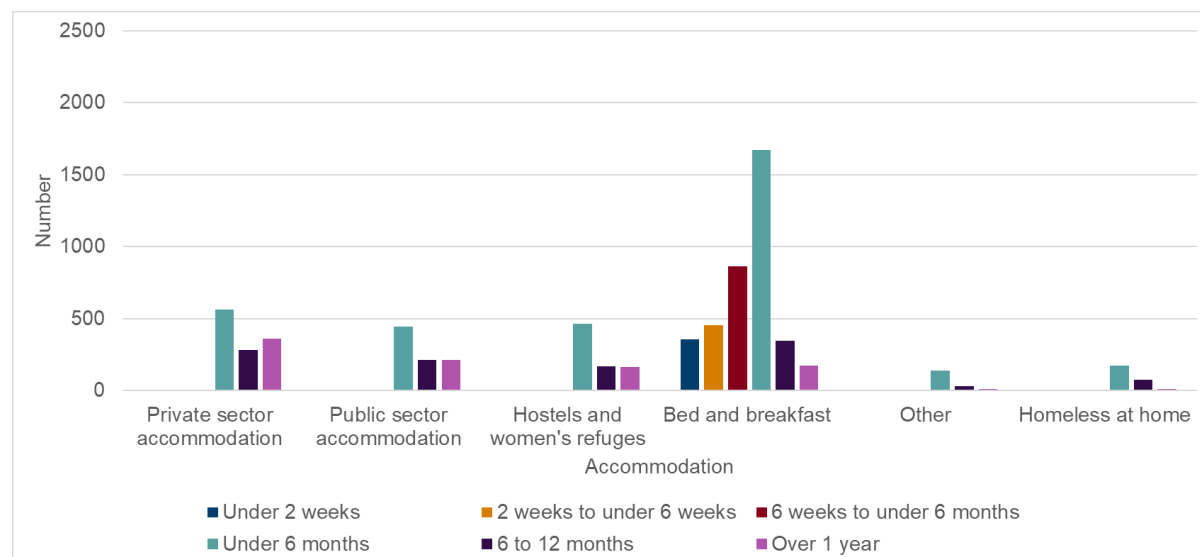
Source: Welsh Government Statutory Homelessness data collection

Chart 15ii: Number of households temporarily accommodated by duration and type of accommodation in 2023-24, Wales
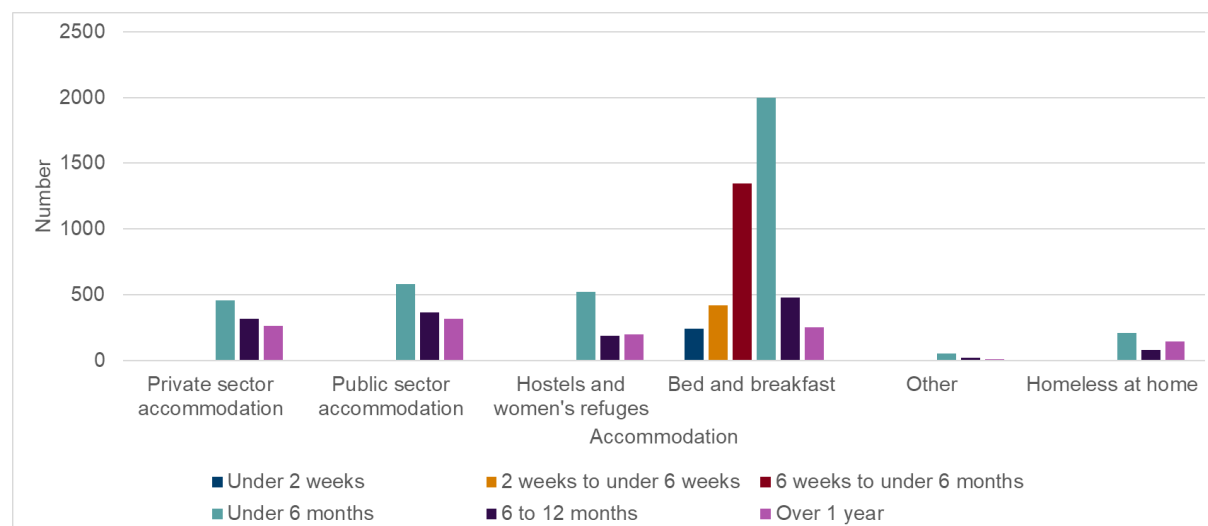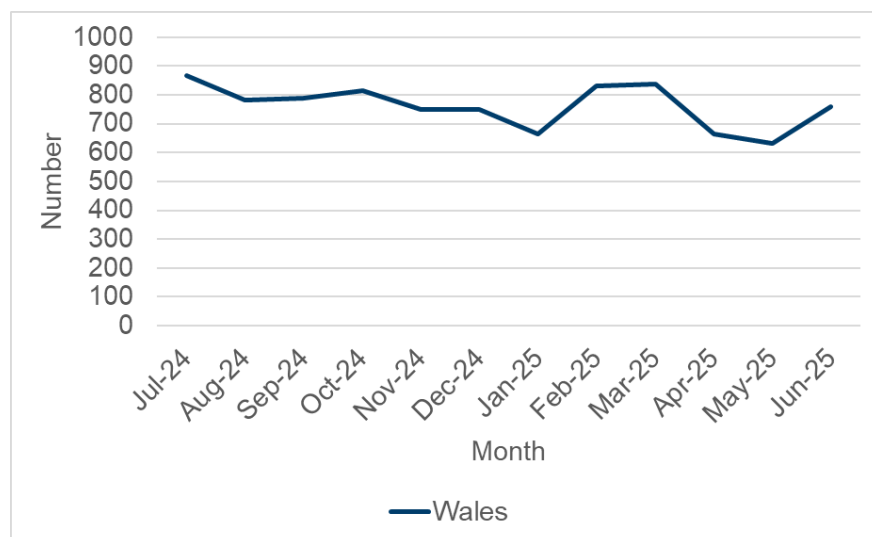

Source: Welsh Government Statutory Homelessness data collection

4.2.   From charts 15i and 15ii respectively we can see that most time periods there has been an increase in the number of households temporarily accommodated between 2022-23 and 2023-24, for most accommodation types.

Indicator 1b: Number of people placed into suitable long-term accommodation during period

Chart 16: Number of individuals placed into suitable long-term accommodation each month, Wales

Source: Welsh Government Homelessness Accommodation Provision and Rough Sleeping

4.3.   From the chart we see that in the past 12 months the number of people placed into suitable long-term accommodation each month has ranged between just over 630 to just under 900 people per month.

Detailed outcome 2: Nobody experiences homelessness long-term

Table 11: Detailed outcome 2, Brief: Indicator summary

Detailed Outcome 2 - Indicators	Latest data available	Source/ availability	What good looks like
2a: The number of households experiencing long-term homelessness (absolute and rate per 10,000 households)	2023-24	Statutory Homelessness data returns – proxy measure	The number of households experiencing long-term homelessness decreasing.
2b: The number of people experiencing long-term street homelessness (absolute and rate per 100,000 population)	N/A	Scope to be captured within the Homelessness Accommodation Provision and Rough Sleeping data	The number of people experiencing long-term street homelessness decreasing.

Indicator 2a: The number of households experiencing long-term homelessness

Chart 17: Number of households in temporary accommodation for over 6 months, per financial year and type of accommodation, Wales
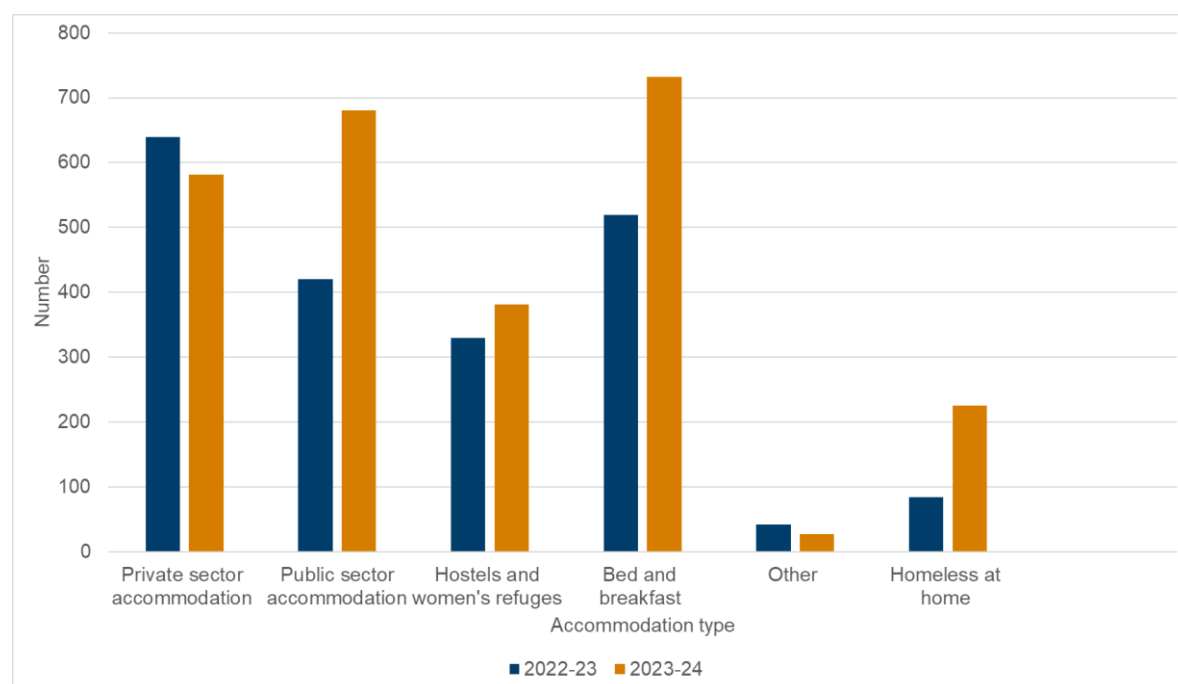
Source: Welsh Government Statutory Homelessness data collection

4.4.   Chart 17 shows that there has been an increase in the number of households temporarily accommodated for over 6 months for all accommodation types other than 'Private rented sector accommodation' and 'other', between 2022-23 and 2023-24. The accommodation type which as seen the highest increase is 'Public sector accommodation', followed by 'Bed and Breakfast' accommodation with increases of 261 and 213 respectively.

Detailed outcome 3: People can access suitable, co-ordinated multi-agency support, tailored to their needs, where needed

Table 12: Detailed Outcome 3, Brief: Indicator summary

| Detailed Outcome 3 - Indicators	Latest data available	Source/ availability	What good looks like
3a: Number of households experiencing homelessness or at risk of experiencing homelessness.	2023-24	Statutory Homelessness data returns	The number of households at risk of and experiencing homelessness decreasing.
3b: HSG Primary Outcome 2 - People have been able to access emergency / temporary accommodation or short-term supported accommodation.	N/A	Housing Support Grant Outcomes Framework – data to be available for future EHOF report subject to consistency and quality of data.	**Short-term:** The number of people being able to access emergency/temporary accommodation and short-term supported accommodation increasing **Long-term:** The number of people being able to access emergency/temporary accommodation and short-term supported accommodation decreasing due to less demand for temporary accommodation.
3c: HSG Primary Outcome 3 - People can access and sustain a suitable settled home.	N/A	Housing Support Grant Outcomes Framework - data to be available for future EHOF report subject to consistency and quality of data.	The number of people accessing and sustaining a suitable settled home increasing.

Indicator 3a: Number of households experiencing homelessness or at risk of experiencing homelessness.

Chart 18i: Number of households threatened with homelessness, per financial year, Wales
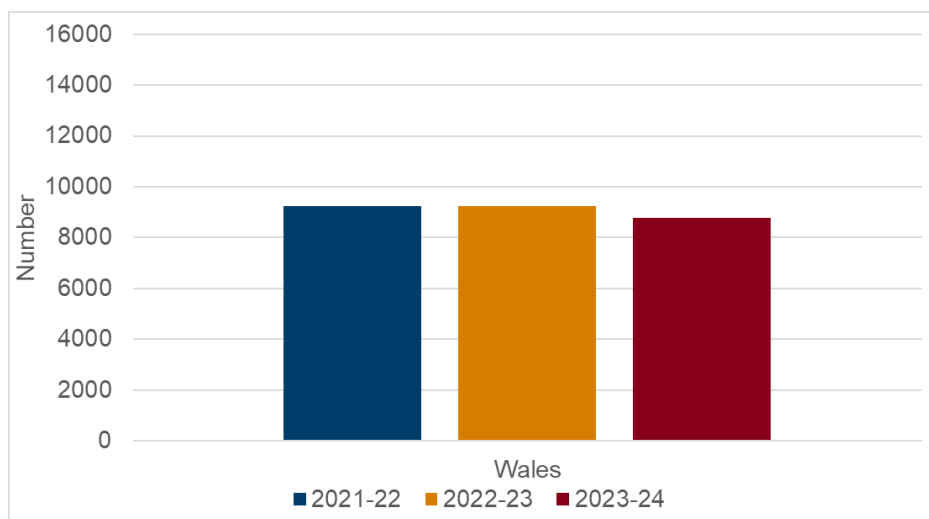
Source: Welsh Government Statutory Homelessness data collection

Chart 18ii: Number of homeless households owed a duty to secure accommodation, per financial year, Wales
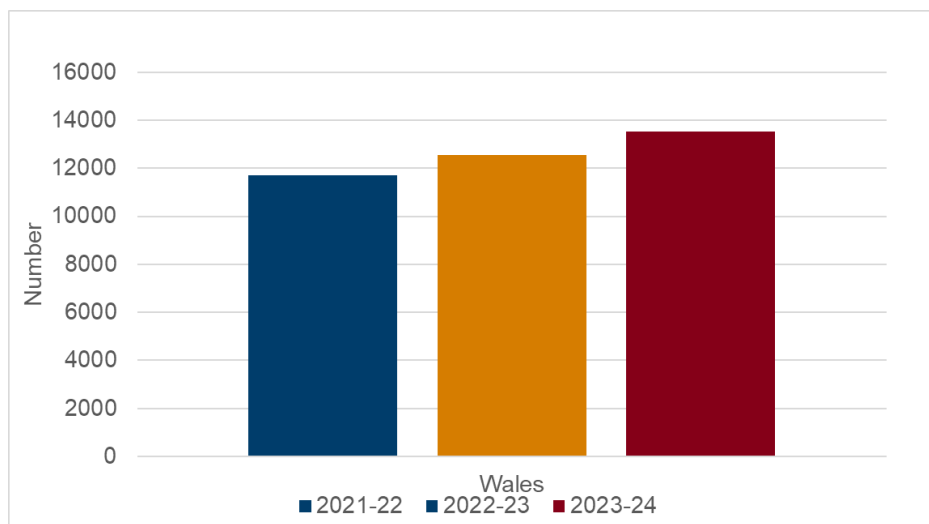
Source: Welsh Government Statutory Homelessness data collection

4.5.   Charts 18i shows that between 2022-23 and 2023-24 the number of households threatened with homelessness has decreased by 474. Chart 18ii shows there has been an increase (of 1,002 households) between 2022-23 and 2023-24 for the number of homeless households owed a duty to secure accommodation.

Chapter 5: Strategic Outcome 3 - Unrepeated
People do not experience multiple episodes of homelessness

Overview

5.1.   This strategic outcome aims to reflect our commitment to 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. We expect, in the short-term, instances of continuous repeat homelessness lessen (i.e. revolving door type scenarios). In the long-term, we expect to see less people experiencing any reoccurrence of homelessness.

Table 13: Strategic Outcome 3: Detailed Outcomes summary

| Detailed Outcome	Indicators and measures	What good looks like
1: People do not experience multiple episodes of homelessness	+ One out of two indicators available to measure. — Proxy measure.	**Short-term**: Move away from proxy measure, and data available for all indicators. **Long-term**: Positive progress against all indicators
2: People receive support appropriate to their needs to sustain their tenancies	+ Three out of four indicators available to measure. — One measurable indicator is a proxy measure.	**Short-term**: Move away from proxy measure, and data available for all indicators. **Long-term**: Positive progress against all indicators
3: People can access the right home in the right place	+ Two out of four indicators available to measure. — One measurable indicator is a proxy measure.	**Short-term**: Move away from proxy measure, and data available for all indicators. **Long-term**: Positive progress against all indicators

Detailed Outcome 1: People do not experience multiple episodes of homelessness

Table 14: Detailed Outcome 1, Unrepeated: indicator summary

Detailed Outcome 1 - Indicators	Latest data available	Source/ availability	What good looks like
1a: The number of households who received a relief duty (Section 73 or Section 75) who later (within **12** months) submitted a further homeless application (absolute, per 10,000 households, and as a proportion of all applications)	June 2025	Homelessness Accommodation Provision and Rough Sleeping – Proxy measure	The number of households who have received a relief duty and then submitting a further homeless application
1b: Number of people experiencing long term street homelessness	N/A	Scope to be captured within the Homelessness Accommodation Provision and Rough Sleeping data	The number of people experiencing long-term street homelessness decreasing.

Indicator 1a: The number of households who received a relief duty (Section 73 or Section 75) who later (within 12 months) submitted a further homeless application (absolute, per 10,000 households, and as a proportion of all applications)

Chart 19: Number of occurrences of people placed into temporary accommodation during the month, who have previously been placed into temporary accommodation within the last 12 months[9]
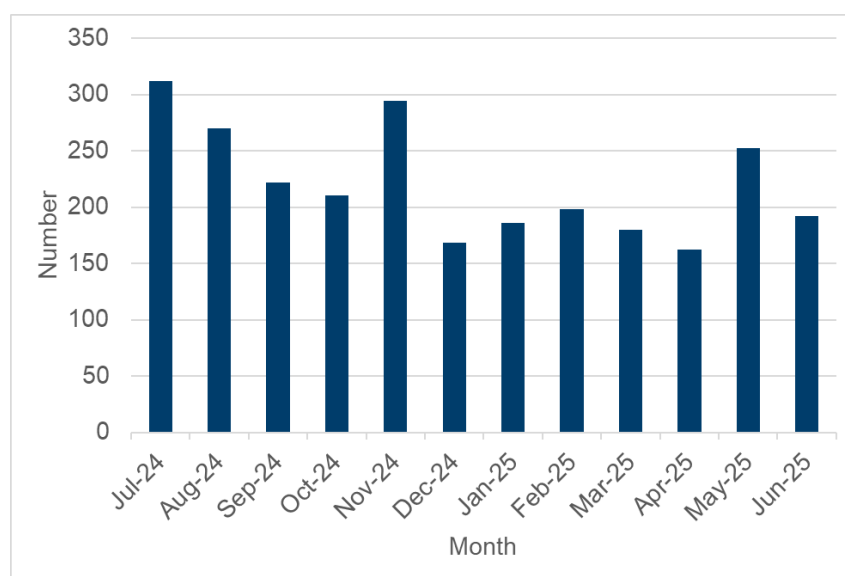
Source: Welsh Government Homelessness Accommodation Provision and Rough Sleeping

[9]This is indicator is approximated using the number of occurrences of people placed into temporary accommodation during the month who had previously been placed into temporary accommodation within the past 12 months.

5.2.　　Over the past 12 months the number of people who have been previously placed into temporary accommodation within the past 12 months (this figure is a rolling figure for each month of data), has varied from a high of 312 in July 2024, to a low of 162 in April 2025.

Detailed Outcome 2: People receive support appropriate to their needs to sustain their tenancies

**Table 15:** Detailed Outcome 2, Unrepeated: indicator summary

Detailed Outcome 2 - Indicators	Latest data available	Source/ availability	What good looks like
Link to Housing Support Grant: People using HSG services are not homeless	N/A	Cross reference to Housing Support Grant Outcomes Framework - data to be available for future EHOF report subject to consistency and quality of data.	The number of people using HSG services who are not homeless increasing.
2a: Number of people experiencing repeat homelessness	June 2025	Homelessness Accommodation Provision and Rough Sleeping – Proxy measure	Number of people experiencing repeat instances of homelessness decreasing.
2b: Number of people experiencing repeat street homelessness	N/A	Scope to be captured within the Homelessness Accommodation Provision and Rough Sleeping data	Number of people experiencing repeat instances of street homelessness decreasing.
2c: Tenancy sustainment rate across all Housing First projects in Wales	March 2023	Cymorth Cymru Housing First tracker	Tenancy sustainment rate across all Housing First projects increasing.
2d: Number of people whose Housing First tenancy ended, by reason ➢ Prison ➢ Death ➢ Moved to health/social care placement ➢ Chose to leave/abandonment ➢ Planned move to non-Housing first tenancy ➢ Eviction ➢ Other/Unknown	March 2023	Cymorth Cymru Housing First tracker	The number of people whose Housing First tenancy ended due to planned move to non-housing first tenancy increasing.

Indicator 2a: Number of people experiencing repeat homelessness

5.3.　The data source for measuring against this indicator is the same as for indicator 1a under Strategic Outcome 5, therefore insight into trends in data can be cross referenced to chart 19 rather than duplicated here.

Indicator 2c: Tenancy sustainment rate across all Housing First projects in Wales

Chart 20: Tenancy sustainment rate across all Housing First projects in Wales since February 2018
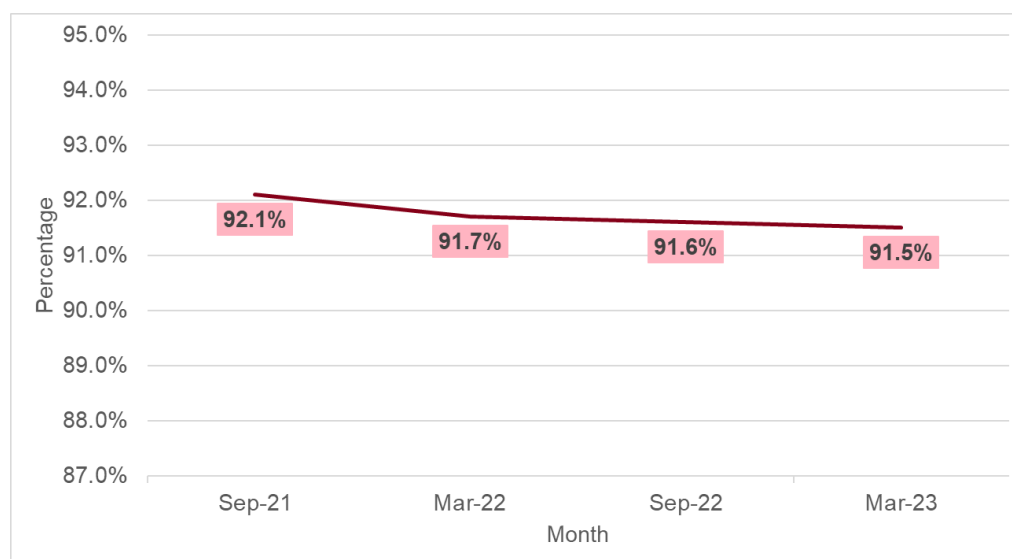
Source: Cymorth Cymru Housing First Wales Tracker, February 2018 - March 2023

5.4.　From chart 20, tenancy sustainment rate across all Housing First projects in Wales remains high. Latest figures show that 91.5% of Housing First tenancies were being sustained as at 31st March 2023. The tenancy sustainment rate is the percentage of tenancies being sustained out of the total number of tenancies started, excluding the number of tenancies that ended due to the person dying.

Indicator 2d: Number of people whose Housing First tenancy ended, by reason

Table 16: Reason for Housing First tenancy ending, since February 2018

Reason for HF tenancy ending	Up to March 2023
Death	14
Prison	10
Move to health/social care placement or institution	7
Client chose to leave tenancy/abandonment	5
Planned move to non-HF tenancy	4
Eviction	2
Other/unknown	3
Total	**45**

5.5.   From the table, 45 Housing First tenancies ended between 1st February 2018 and 31st March 2023. Of those people whose tenancy ended, 14 (accounting for 31%) of which died, and 10 (accounting for 22%) had their tenancies ended as a result of being sent/recalled to prison.

Detailed Outcome 3: People can access the right home in the right place

**Table 17:** Detailed Outcome 3, Unrepeated: indicator summary

Detailed Outcome 3 - Indicators	Latest data available	Source/ availability	What good looks like
Link to Housing Support Grant: People using HSG services are not homeless	N/A	Cross reference to Housing Support Grant Outcomes Framework - data to be available for future EHOF report subject to consistency and quality of data.	The number of people using HSG services who are not homeless increasing.
3a: Number and percentage of people who are sustaining tenancies 12 months after receiving support (Low/Medium needs)	N/A	No available data sources	Number and percentage of people who are sustaining tenancies 12 months after receiving support increasing.
3b: Number and percentage of people who are sustaining tenancies 12 months after receiving intensive housing led support such as Housing First (High Needs)	March 2023	Cymorth Cymru Housing First tracker – proxy measure	Number and percentage of people who are sustaining tenancies 12 months after receiving intensive housing led support increasing.
3c: Number and percentage of people who have stayed in supported accommodation who are sustaining tenancies 12 months after commencement of tenancy (Intensive needs)	N/A	No available data sources	Number and percentage of people who have stayed in supported accommodation who are sustaining tenancies 12 months after commencement of tenancy increasing.
3d: Percentage of people satisfied with local area as a place to live	2021-22	Wellbeing of Wales report 2024 *Note: There was no update to the data in the 2024 report compared to the 2023 report*	Percentage of people satisfied with local area as a place to live increasing.

Indicator 3b: Number and percentage of people who are sustaining tenancies 12 months after receiving intensive housing led support such as Housing First (High Needs)

5.6.   The data source for this indicator is the same as for indicator 2c under Strategic Outcome 5, therefore insight into trends in data can be cross referenced to chart 19 rather than duplicated here.

Indicator 3d: Percentage of people satisfied with local area as a place to live

Chart 21: Percentage of people satisfied with local area as a place to live, per financial year, Wales
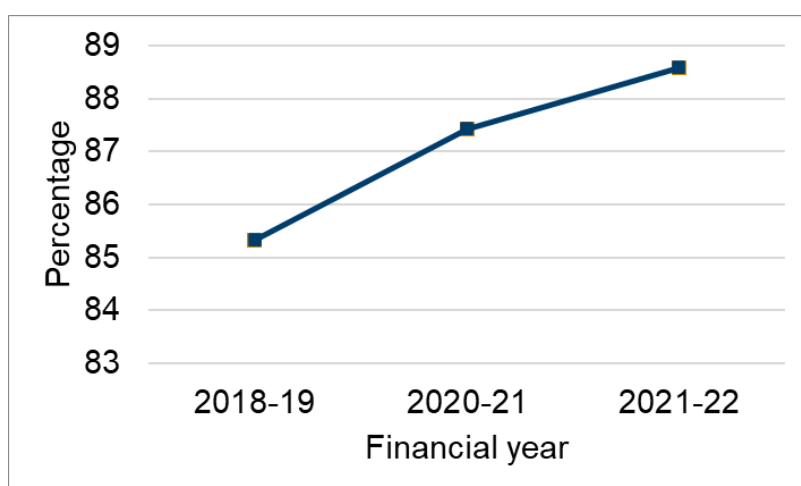
Source: Welsh Government National Survey for Wales and Welsh Government Wellbeing of Wales report

5.7.   From chart 21, the percentage of people satisfied with their local area as a place to live has increased between 2021-22 and 2018-19, from 85% in 2018-19 to 89% in 2021-22. No significant difference can be identified from 2020-21 compared with 2021-22.

Chapter 6: Strategic Outcome 4 - Workforce

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

Overview

6.1.   This strategic outcome reflects our commitment to develop a resilient and valued homelessness and housing support workforce recognised for their expertise. Data for this strategic outcome is captured via an annual survey. The online survey ran from 21 March to 16 May 2025 and resulted in 555 qualifying responses.

6.2.   Full survey findings have been published alongside this report. We have presented the summary findings here; the full report also includes qualitative findings and key themes from each survey question as well as key quantitative differences between groups of respondents (section 5).

6.3.   This is a second iteration of the Workforce Survey. The first wave of this survey ran between November 2023 and January 2024. Comparisons across waves are limited as it is not possible to determine whether the same individuals have completed the survey each time

6.4.   The survey was aimed at all individuals whose role delivers services or activities that either prevents people from experiencing homelessness or stabilises their housing situation; or supports people who experience homelessness to access accommodation, including finding and maintaining settled accommodation. This included all staff and managers within local authorities, housing associations or third sector organisations who deliver support services and activities for individuals experiencing, or at risk or experiencing, homelessness.

Table 18: Strategic Outcome 4: Detailed Outcomes summary

Detailed Outcome	Indicators and measures	What good looks like
1: Homelessness and housing support staff feel valued, supported and recognised for their skills and experience	**+** Data for all three detailed outcomes is captured via an annual survey commissioned by Welsh Government.	The number of homelessness and housing support staff feeling valued, supported, and recognised for their skills and experience increasing.
2: Homelessness and housing support staff have the support, time and are skilled and confident, in delivering person-centred trauma-informed support	**+** Survey questions were designed by the Welsh Government's Housing Research Team in consultation with the EHOF policy team and external stakeholders within Cymorth Cymru and Community Housing Cymru.	Number of homelessness and housing support staff feeling they have the support, time and are skilled and confident in delivering person-centred trauma-informed support increasing
3: Homelessness and housing support staff recruitment and retention meets the housing-related needs of people in Wales		Number of homelessness and housing support staff recruited and retention rate increasing.

Detailed Outcome 1: Homelessness and housing support staff feel valued, supported and recognised for their skills and experience

Summary results

Table 19: Percentage agreement with the statement 'I am valued for my skills and experience by…'

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
My manager (n=503)	2.4	4.4	7.0	36.6	49.7
My organisation (n=497)	3.6	6.8	18.5	41.2	29.8
Professionals from other public services (n=498)	2.2	7.8	19.9	50.4	19.7

Table 20: Percentage agreement with the statement 'I am supported in my role by…'

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
My manager (n= 499)	2.8	2.6	9.2	30.9	54.5
My organisation (n=497)	3.8	6.2	15.3	41.6	33.0
Professionals from other public services (n=496)	2.8	7.1	25.6	48.6	15.9

6.5. Respondents most frequently responded positively to questions about feeling valued for their skills and experiences and being supported in their roles. Of the six statements within these two areas, four were answered most commonly with 'Agree.' Notably, the two statements concerning how participants felt they were treated by their managers received the highest level of agreement, with 'Strongly Agree' being the most frequent response.

6.6. However, there was variance in the survey responses when considering the types of employer organisation (Third sector, Local Authority and Housing Association) and by roles (front line workers and managerial staff). Sections 4 and 5 of Ending Homelessness Outcome Framework: Workforce Survey 2025 provides more detail.

Table 21: Percentage agreement with the statement 'I am appropriately recognised and rewarded for my performance…'

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Within my organisation (n= 493)	9.3	21.1	35.9	24.3	9.3
Compared to similar roles in the sector (n=495)	5.7	16.4	38.2	27.7	12.1
Compared to similar roles in other sectors - (n=498)	7.0	13.3	25.7	36.3	17.7

Table 22: Percentage agreement with the statement 'I am appropriately recognised and rewarded for my level of responsibility…'

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Within my organisation (n= 491)	8.8	20.4	38.1	25.7	7.1
Compared to similar roles in the sector (n=494)	5.7	18.8	36.8	29.1	9.5
Compared to similar roles in other sectors (n=497)	6.6	16.3	22.1	39.0	15.9

6.7.   Among the six questions assessing if participants felt they were being 'appropriately recognised and rewarded' for their level of performance or for their responsibility, four were most frequently answered 'Neither Agree nor Disagree.' The statements relating to the participant's feeling rewarded for their performance and responsibility compared to similar roles in other sectors was most frequently answered 'Agree.

Table 23: Percentage agreement with the statement 'Working within the homelessness and housing support sector has positively impacted my sense of wellbeing…'

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
When at work (n= 497)	6.8	19.1	22.7	35.6	15.7
Outside of work (n=495)	5.9	17.0	29.9	33.3	13.9
Overall (n=496)	5.4	17.5	27.8	36.3	12.9

6.8. Respondents most frequently answered statements on whether they felt working in the sector had positively impacted their sense of wellbeing with 'Agree.'

Table 24: Percentage agreement with statements regarding vicarious trauma

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Vicarious trauma can occur as a result of my job (n=492)	1.2	4.5	11.6	45.7	37.0
I feel supported by my organisation to deal with the impact of vicarious trauma (n=491)	4.1	11.6	21.4	39.5	23.4

6.9. For questions on vicarious trauma, participants most commonly answered 'agree' that both vicarious trauma can occur as a result of their job and that they felt supported to deal with the impacts of vicarious trauma.

6.10. However, there was variance in the survey responses when considering the types of employer organisation (Third sector, Local Authority and Housing Association) and by roles (front line workers and managerial staff). Sections 4 and 5 of Ending Homelessness Outcome Framework: Workforce Survey 2025 provides more detail.

Detailed Outcome 2: Homelessness and housing support staff have the support, time and are skilled and confident, in delivering person-centred trauma-informed support

Table 25: Percentage agreement with statements on Person-centred trauma-informed support (PCTIS)

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I understand the principles of PCTIS (n=462)	3.2	12.8	24.7	34.2	25.1
I use a PCTIS approach in my work (n=463)	2.2	11.7	20.1	41.9	24.2
Managers in my organisation champion PCTIS (n=463)	3.2	10.8	19.9	41.9	24.2
I can access training around PCTIS (n=464)	3.4	13.8	21.3	36.6	24.8
I am encouraged to undertake training related to PCTIS (n=464)	2.2	7.3	11.0	48.1	31.5
I am able to confidently apply the principles of PCTIS (n=463)	1.5	7.8	18.4	42.8	29.6

6.11. Person-centred trauma-informed support is an approach to providing support that is grounded in the understanding that trauma exposure can impact an individual's neurological, biological, psychological and social development and seeks to prevent re-traumatisation.

6.12. All statements concerning Person-centred trauma-informed support were most frequently responded to with 'Agree' by respondents. A greater proportion of respondents reported feeling confident in their ability to apply the principles of Person-Centred Trauma-Informed Support (72.4%) than those who stated they fully understood those principles (59.3%)

6.13. However, there was variance in the survey responses when considering the types of employer organisation, type of role and use of PCTIS. Sections 4 and 5 of Ending Homelessness Outcome Framework: Workforce Survey 2025 provides more detail.

Table 26: Percentage agreement with statements on reflective practice

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I am encouraged to engage in regular reflective practice (n=461)	9.3	18.7	22.1	36.7	13.2
I have the time to engage in regular reflective practice as part of my role (n=464)	4.5	13.1	18.8	38.8	24.8

6.14. The highest proportion of respondents 'Agreed' that they are encouraged to engage in regular reflective practice and that they have sufficient time to do so within their role.

Detailed Outcome 3: Homelessness and housing support staff recruitment and retention meets the housing-related needs of people in Wales

Table 27: Percentage agreement with statements on professional development

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
There are sufficient opportunities for me to develop my career (n=457)	3.3	8.5	17.3	47.0	23.9
The process for career development is fair (n=458)	2.4	7.4	19.7	49.8	20.7
I am able to take the right learning and development opportunities when I need to (n=457)	3.3	7.7	14.4	52.3	22.3
I am coached regularly to support my learning (n=457)	5.9	14.4	21.7	38.3	19.7
Learning and development activities I have completed in the last year have improved my performance (n=459)	4.6	11.1	27.2	37.9	19.2
Learning and development activities I have completed while working for my organisation help me to develop my career (n=459)	5.9	14.8	19.0	39.7	20.7

Table 27: Percentage agreement with statements on working conditions

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I am proud to tell others I work in the homelessness and housing support sector (n=458)	3.1	4.6	12.7	41.9	37.8
My organisation respects the individual differences of workers (n=460)	1.7	5.0	13.9	38.0	41.3
I am treated fairly at work (n=457)	2.4	4.6	10.5	42.9	39.6

6.15.   All statements around professional development were most commonly answered with the option 'Agree' by participants. In response to questions about working conditions, the majority of participants 'Agreed' that they feel proud to share what their job is with others and that they are treated fairly in the workplace.

6.16.   Additionally, the statement regarding whether their organisation respects individual differences among workers received the highest level of agreement, with 'Strongly Agree' being the most common response.

6.17.   However, there was variance in the survey responses for when considering the types of employer organisation and learning and development. Sections 4 and 5 of Ending Homelessness Outcome Framework: Workforce Survey 2025 provides more detail.

Chapter 7: Strategic Outcome 5 - Public Service Response

Public services work effectively in a trauma-informed way to end homelessness

Overview

7.1. This strategic outcome is currently a placeholder due to the ongoing homelessness legislative review. The outcome aims to reflect the Welsh Government ambition to make homelessness prevention the shared responsibility of wider public service partners

Table 30: Strategic Outcome 5: Detailed Outcomes summary

| Detailed Outcome	Indicators and measures	What good looks like
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	— Area not currently possible to measure. + Indicators will be explored as part of the Welsh Government's Housing and Regeneration Research Programme.	**Short term:** Indicators and data measures identified for this detailed outcome. **Long-term:** Positive progress against this detailed outcome.
2: People are not discharged from other public services into homelessness	+ Indicator available to measure. — Proxy measure given data source not able to fully measure the indicator.	**Short-term:** Move away from proxy measure by being able to fully measure the indicator. **Long-term:** Positive progress against indicator.
3: Other public services recognise their role in identifying those at risk of homelessness, have preventative measures in place and appropriate referral pathways	— Area not currently possible to measure. + Indicators will be explored as part of the Welsh Government's Housing and Regeneration Research Programme.	**Short term:** Indicators and data measures identified for this detailed outcome. **Long-term:** Positive progress against this detailed outcome.

Detailed Outcome 2: People are not discharged from other public services into homelessness

Table 31: Detailed outcome 2, Public Services: Indicator summary

Detailed Outcome 2 - Indicators	Latest data available	Source/ availability	What good looks like
2a: People are not discharged from public services into homelessness, this includes but is not limited to: ➢ 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	2023-24	Statutory Homelessness data returns – proxy measure *Note: Collection of this data indicator was paused during the pandemic but was resumed in 2023-24*	Number of people discharged from other public services into homelessness decreasing.

Indicator 2a: People are not discharged from public services into homelessness

Chart 22: Main reason for loss of last settled home by financial year, Wales[10]
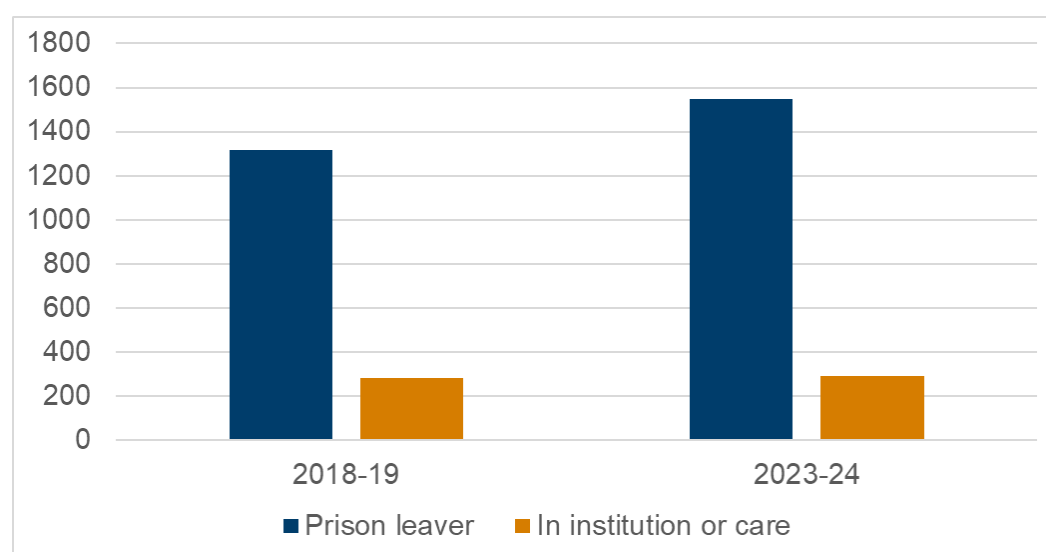
Source: Welsh Government Statutory Homelessness data collection

[10]This data was reinstated in the 2023-24 Statutory Homelessness data collection, data from 2018-19 has been included here for comparison purposes.

7.1.   Chart 22 shows that between 2018-19 and 2023-24 there was an increase in the number of households who had 'prison leaver' reported as the main reason for loss of last settled home (231 households), however the corresponding percentage share for this reason has remained similar between 2018-19 and 2023-24 (approximately 11%). The number of households who had 'in institution or care' reported as the main reason for loss of last settled home in 2023-24 is similar to that in 2018-19.

Chapter 8: Strategic Outcome 6 - Person Centred

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

Overview

8.1.   This strategic outcome aims to reflect our commitment to ensuring equitable access to support and public services valuing people's lived experience.

Table 32: Strategic Outcome 6: Detailed outcomes summary

| Detailed Outcome	Indicators and measures	What good looks like
1: People receive support that meets their individual needs and are treated with dignity and respect	— Area not currently possible to measure. + Indicators will be explored as part of the Welsh Government's Housing and Regeneration Research Programme.	**Short term:** Indicators and data measures identified for this detailed outcome. **Long-term:** Positive progress against this detailed outcome.
2: People who face particular barriers (resulting from protected characteristic, previous experience, etc) do not disproportionately experience homelessness	+ Two out of four indicators available to measure — Both sources are proxy measures	**Short-term:** Move away from proxy measures, and data available to measure all indicators. **Long-term**: Positive progress against all indicators.
3: People with lived experience influence Welsh Government, Local Government, and service providers' policy and practice	— Area not currently possible to measure. + Indicators will be explored as part of the Welsh Government's Housing and Regeneration Research Programme.	**Short term:** Indicators and data measures identified for this detailed outcome. **Long-term:** Positive progress against this detailed outcome.

Detailed Outcome 2: People who face particular barriers (resulting from protected characteristic, previous experience, etc) do not disproportionately experience homelessness

Table 33: Detailed Outcome 2, Person Centred: Indicator summary

| Detailed Outcome 2 - Indicators	Latest data available	Source/ availability	What good looks like
2a: Number of people with one or more at risk characteristics for which assistance has been provided (broken down by successful and unsuccessful prevention and relief)	2023-24	Statutory Homelessness data returns – proxy measure	For each at risk group: • Number of households successfully prevented and successfully relieved from homelessness increasing. • Number of households unsuccessfully prevented and unsuccessfully relieved from homelessness decreasing.
2b: Length of time in temporary accommodation by diverse group	2023-24	Statutory Homelessness data returns – proxy measure	Length of time spent in temporary accommodation decreasing for each diverse group.
2c: The length of time between people being assessed as homeless and moving into settled accommodation by diverse group	N/A	No available data sources	Length of time between people being assessed as homeless and moving into settled accommodation decreasing for each diverse group.
2d: Number of people from each diverse group experiencing long-term homelessness	N/A	No available data sources	Number of people from each diverse group experiencing long-term homelessness decreasing.

Indicator 2a: Number of people with one or more at risk characteristics for which assistance has been provided (broken down by successful and unsuccessful prevention and relief)

Gender of lead applicant

Chart 23i: Number of households successfully and unsuccessfully prevented from experiencing homelessness (Section 66) by gender of lead applicant per financial year, Wales
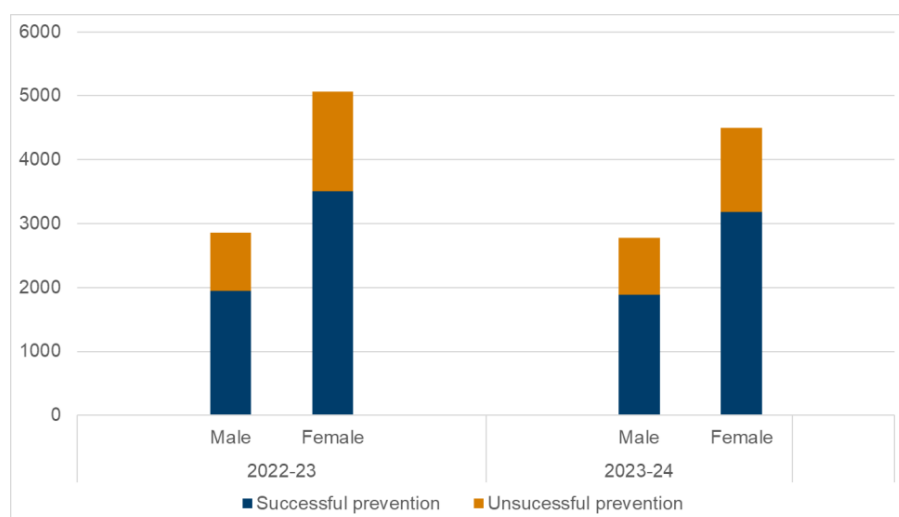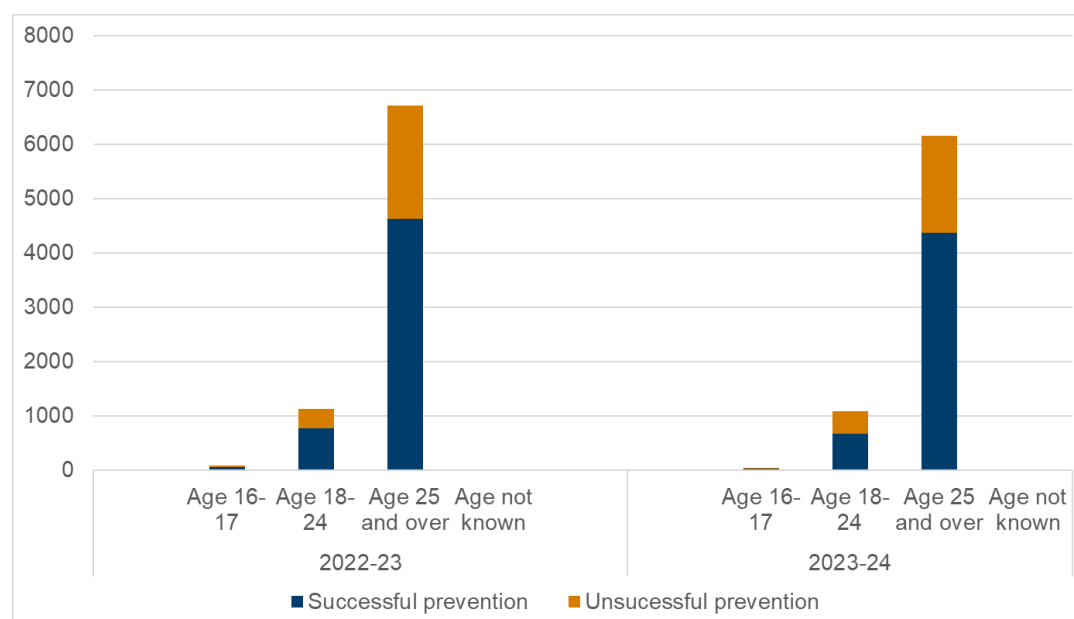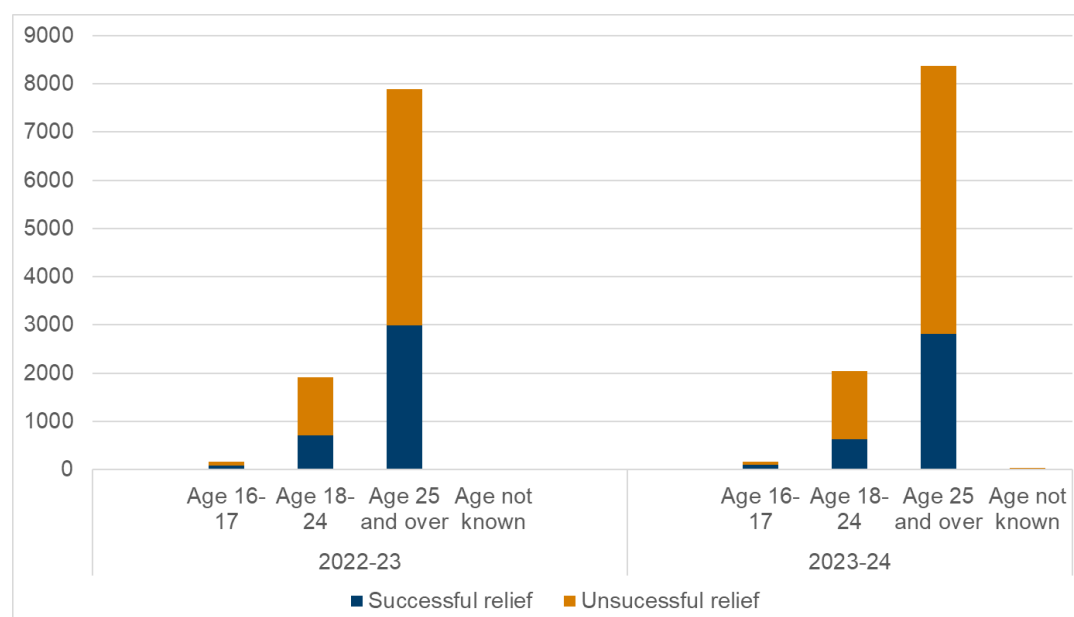

Source: Welsh Government Statutory Homelessness data collection

Chart 23ii: Number of households successfully and unsuccessfully relieved from homelessness (Section 73) by gender of lead applicant per financial year, Wales
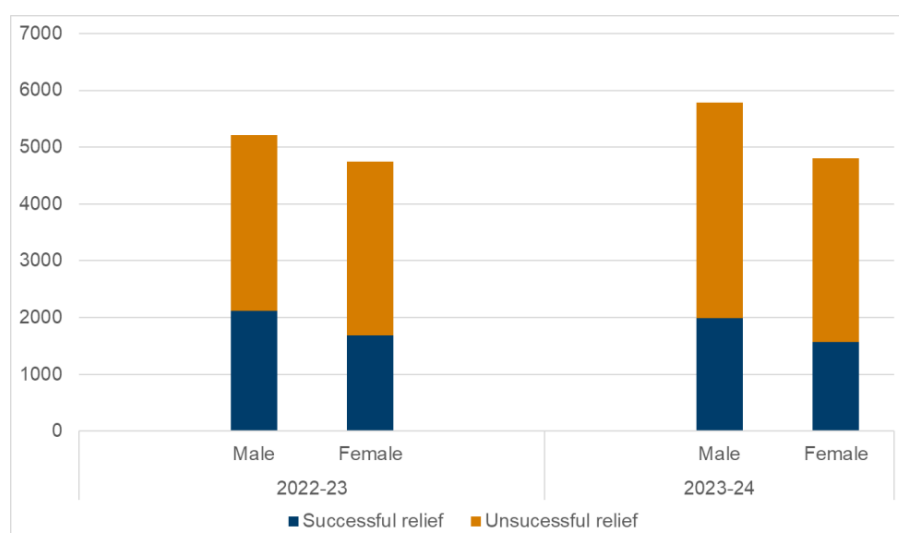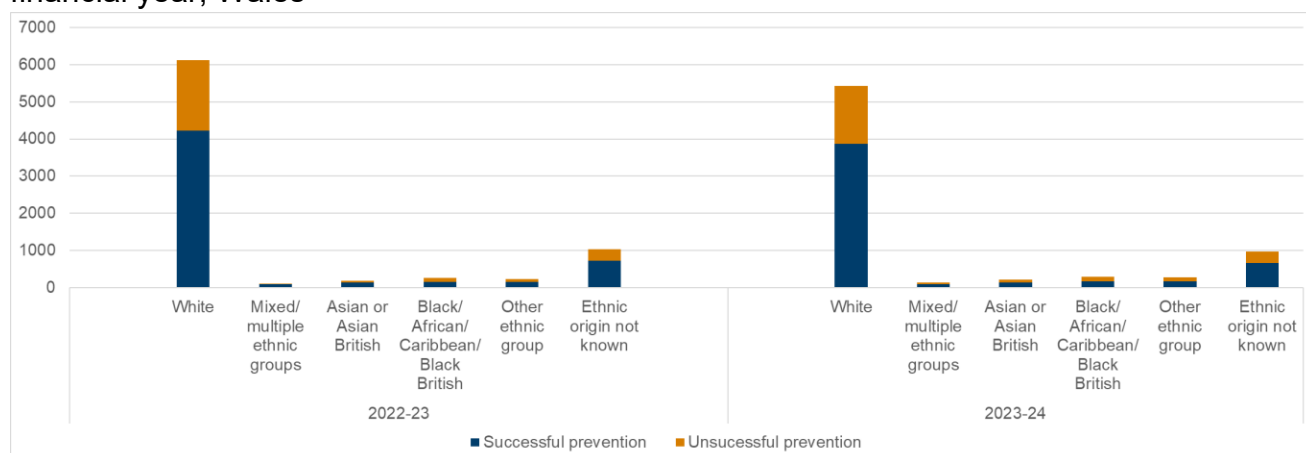

Source: Welsh Government Statutory Homelessness data collection

8.2.   Chart 23i outlines that for male and female lead applicants the number of households that have been successfully prevented from experiencing homelessness has decreased between 2022-23 and 2023-24. Chart 23ii shows there has also been a decrease in the number of households successfully relieved from homelessness for households with male and female lead applicants alike.

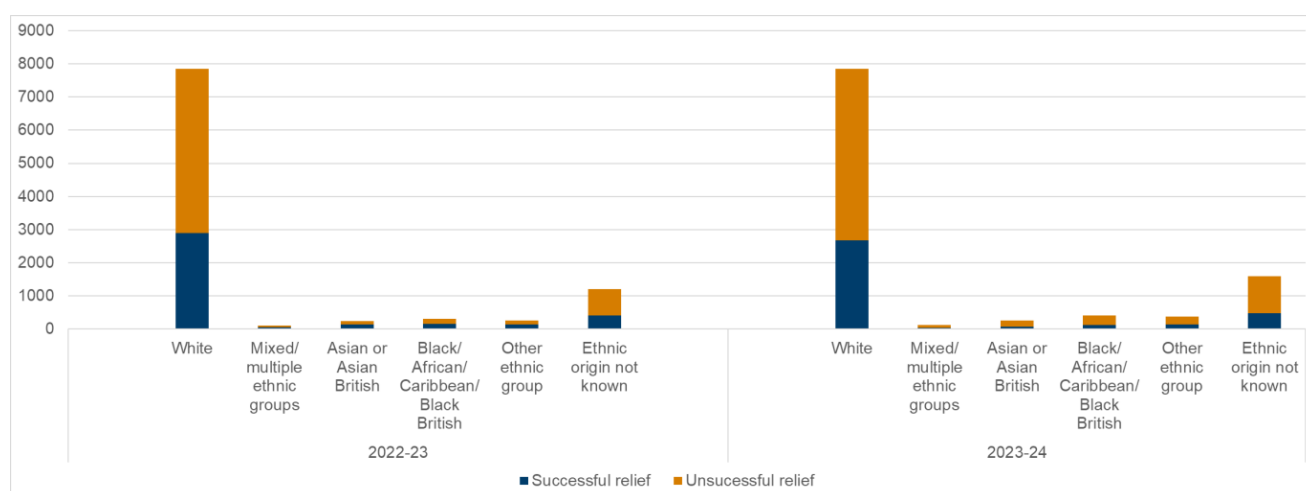**Age group of lead applicant**

Chart 23iii: Number of households successfully and unsuccessfully prevented from experiencing homelessness by age group of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

Chart 23iv: Number of households successfully and unsuccessfully relieved from homelessness (Section 73) by age group of lead applicant per financial year, Wales
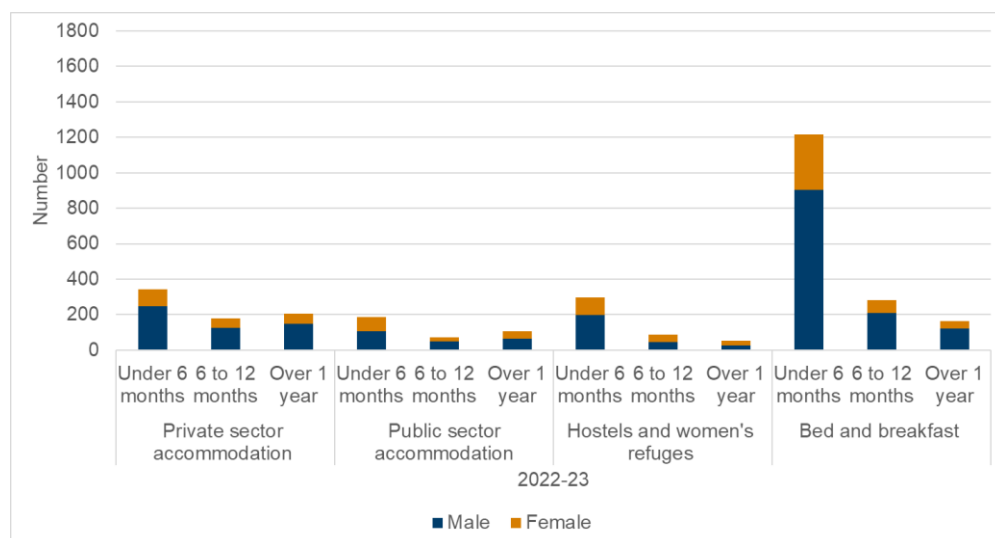

Source: Welsh Government Statutory Homelessness data collection

8.3.   From charts 23iii and 23iv, the age group representing the majority of lead applicants per year is 'Age 25 and over'. Between 2022-23 and 2023-24, the number of households successfully prevented from experiencing homelessness has fallen or remained similar for all age groups. Similarly, the number of households successfully relieved from homelessness has either fallen or remained similar for all age groups.

Ethnic Group of lead applicant

Chart 23v: Number of households successfully and unsuccessfully prevented from experiencing homelessness (Section 66) by ethnic group of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

Chart 23vi: Number of households successfully and unsuccessfully relieved from homelessness (Section 73) by ethnic group of lead applicant per financial year, Wales

Source: Welsh Government Statutory Homelessness data collection

8.4.   Both charts 23v and 23vi show that 'white' is the ethnic group reported by the majority of lead applicants, with 'ethnic origin not known' as the next highest. For all groups, between 2022-23 and 2023-24 the number of households successfully prevented from homelessness has decreased or remained similar. Chart 23vi shows that most groups' have seen decreases in successful relief of homelessness.

Indicator 2b: Length of time in temporary accommodation by diverse group

Chart 24i: Length of time spent in temporary accommodation by type[10] of accommodation and gender[12] of lead applicant, 2022-23, Wales

Source: Welsh Government Statutory Homelessness data collection

Chart 24ii: Length of time spent in temporary accommodation by type[10] of accommodation and gender[12] of lead applicant, 2023-24, Wales
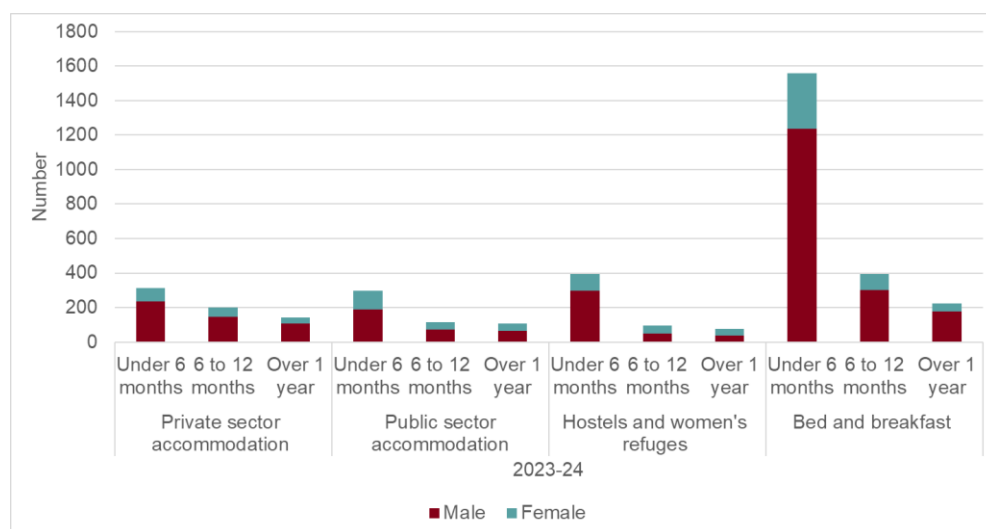
Source: Welsh Government Statutory Homelessness data collection

[11]Accommodation type 'other' and 'homeless at home' not included in charts due to disclosure control resulting in supressed data items.

[12]Gender of lead applicant for single person households

8.5.   From charts 24i and 24ii, there are more male lead applicants in temporary accommodation than female lead applicants. Males are also remaining in temporary accommodation for longer periods than females. Looking at bed and breakfasts, between 2022-23 and 2023-24, there has been an increase for each of the three duration categories for both genders of 333, 90 and 177 respectively for males, and 12, 21 and 9 respectively for females.

Annex 1: The Housing Support Grant Outcomes Framework

A1.1　The Welsh Government's Housing Support Grant (HSG) was introduced in April 2019. The overall grant purpose is to prevent homelessness and support people to have the capability, independence, skills, and confidence to access and/or maintain a stable and suitable home.

A1.2　In April 2023, a new HSG Outcomes Framework was implemented. It was co-produced with stakeholders during 2022 to more accurately capture the core purpose of the grant and all support services provided by the HSG.

A1.3　The new HSG Outcomes Framework consists of both **primary outcomes** and **secondary outcomes** to evidence the support services funded via the grant.

A1.4　The **primary outcomes** relate to evidencing the main purpose of the HSG to cover all types of HSG services provided via the grant. These range from few / short-term engagements via drop-in services or outreach services; support to individuals accessing emergency/ temporary accommodation or short-term supported accommodation or a settled home; or floating support services within people's own home.

A1.5　The **secondary outcomes** are a menu of **tailored outcomes** only, dependant on an individual's needs and support plans (where applicable). They are not goals that every individual must achieve, therefore not every outcome will be applicable. It is only where relevant support has been identified that the secondary outcome should be reported. The secondary outcome achieved should be clearly aligned to the support intervention received.

A1.6　The HSG data measures the number of people engaging with housing related support services, people's ability to-access emergency / temporary accommodation or short-term supported accommodation and the number of people using HSG services who are not experiencing homelessness.

A1.7　There are several indicators within the EHOF that use or cross-reference to the data collected within the HSG Outcomes Framework and have been included within the main indicator tables within this report. Under Brief two indicators will be measured directly using data from the HSG Outcomes Framework. There are also cross-referencing indicators included under Rare and Unrepeated, which highlight the link between the two frameworks.

A1.8　Data from the HSG Outcomes Framework is not yet publicly available at time of writing this report, but it is our intention that future EHOF reports will link to the HSG Outcomes Framework data.

Annex 2: Relevant Wellbeing of Wales indicators

Overview

A2.1 Detailed Outcomes 7, 8 and 9 relate to wider structural factors poverty, social economic deprivation and inequalities and are cross referenced to the Welsh Government's published Wellbeing of Wales National Indicators.

Detailed Outcome 7: Everyone in Wales has the necessary resources to satisfy their needs

A2.2 There are three national indicators that can be cross referenced to this detailed outcome. The indicators are included below to highlight the links between the EHOF and the Wellbeing of Wales report.

National indicator 10: Gross Disposable Household Income per head

Chart A2.1: Gross disposable household income (£ per head), by year
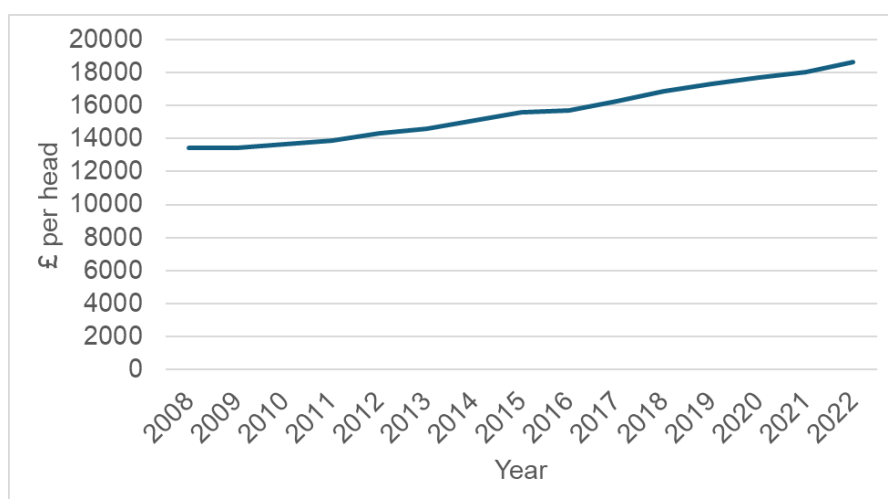
Source: Welsh Government Gross disposable household income and Wellbeing of Wales National Indicators

National 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

Chart A2.2: Percentage of people living in households in income poverty relative to the UK median: measured for children, working age and those of pension age
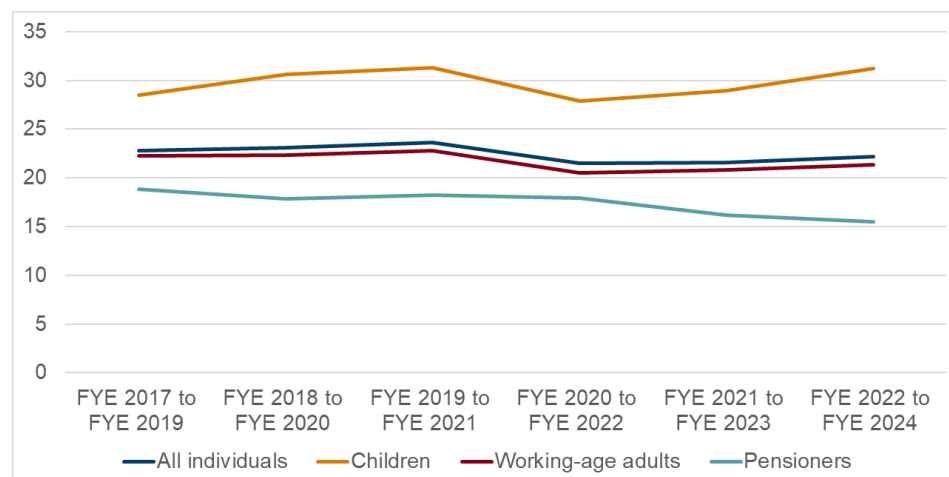
Source: Welsh Government Poverty data and Wellbeing of Wales National Indicators

National indicator 19: Percentage of people living in households in material deprivation

**Chart A2.3:** Percentage of people living in households in material deprivation, 2022-23
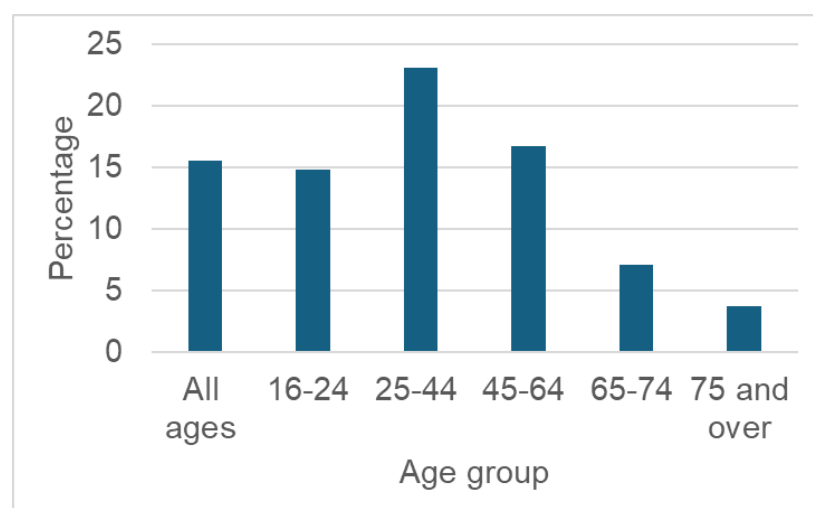
Source: National Survey for Wales and Wellbeing of Wales National Indicators

Detailed Outcome 8: Everyone in Wales has access to decent jobs

A2.3   There are two national indicators that can be cross referenced to this detailed outcome. The indicators are included below for the purpose of highlighting the links between the EHOF and the Wellbeing of Wales report.

National 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
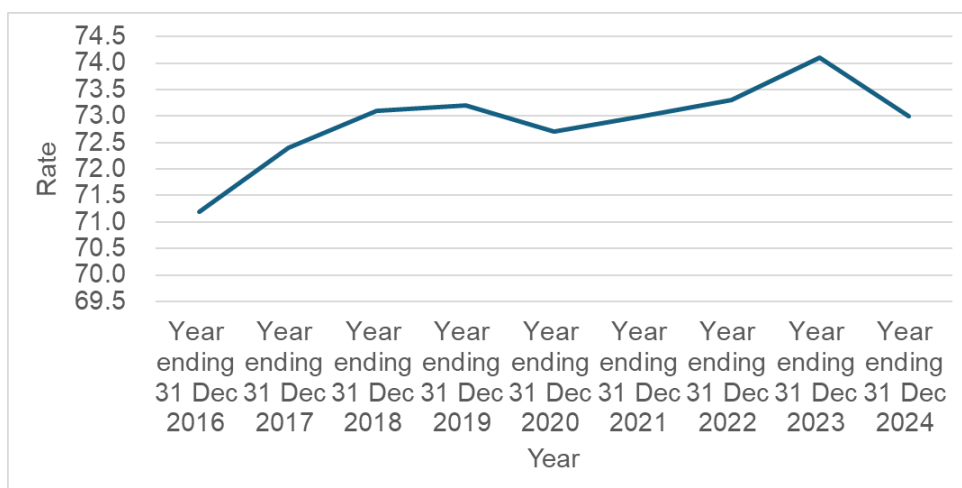
Chart A2.4: Percentage of people in employment in Wales who earn at least the real Living Wage by year
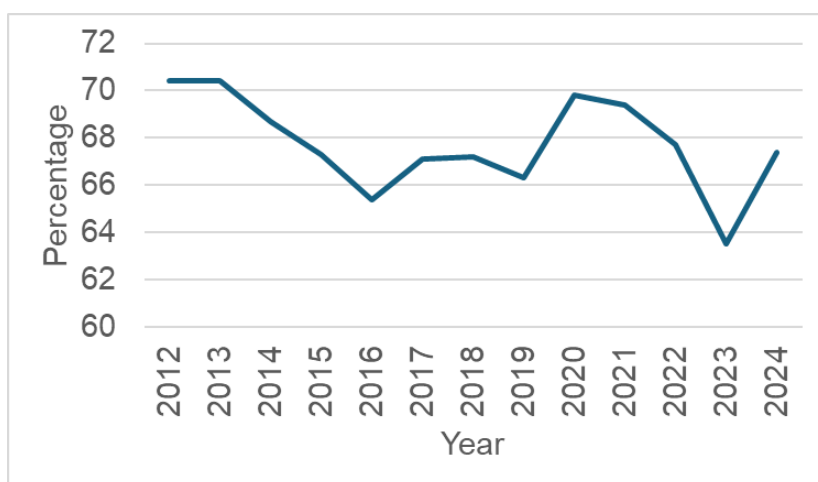
Source: Welsh Government analysis of Annual Population Survey and Wellbeing of Wales National Indicators

National Indicator 21: Percentage of people in employment

Chart A2.5: Employment rate in Wales (ages 16-64) by year

Source: Annual Population Survey, Office for National Statistics and Wellbeing of Wales National Indicators

Detailed Outcome 9: Everyone in Wales has access to the primary and social health care they need

A2.4   There are two national indicators that can be cross referenced to this detailed outcome. The indicators are included below for the purpose of highlighting the links between the EHOF and the Wellbeing of Wales report.

National Indicator 2: Healthy life expectancy at birth including the gap between the least and most deprived

Chart A2.6: Gap in healthy life expectancy in years between the most and least deprived areas
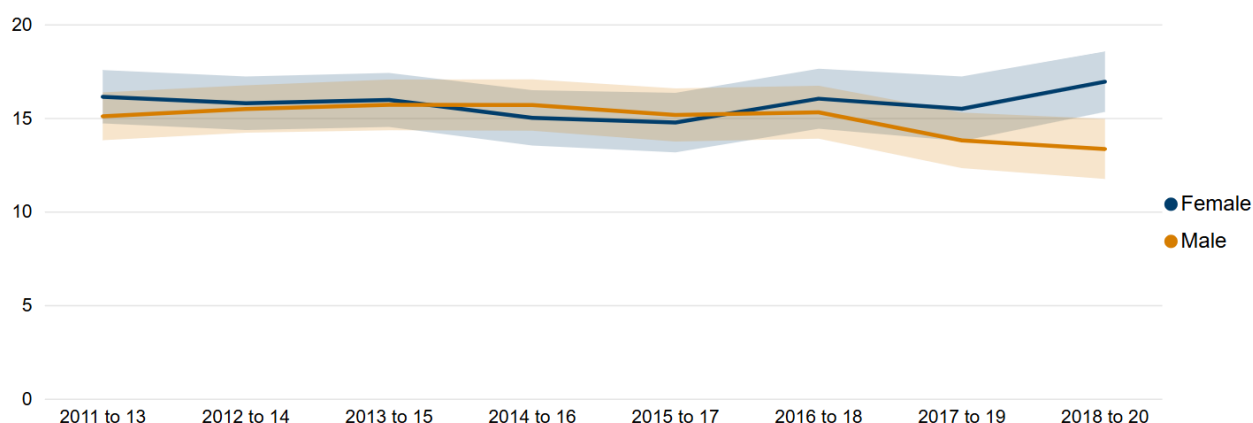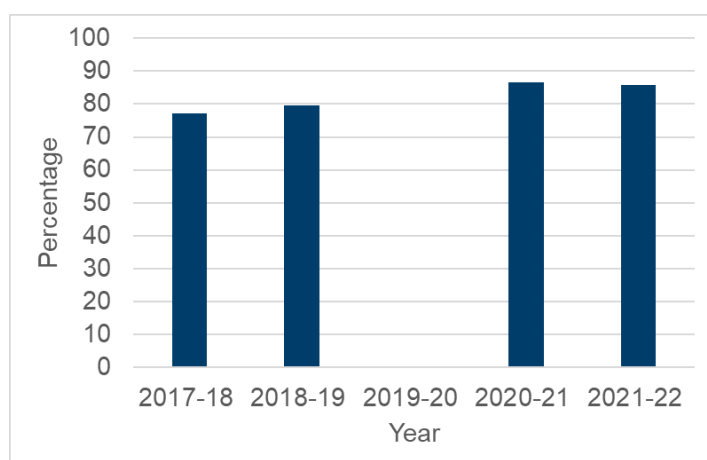

Source: Office for National Statistics and Wellbeing of Wales National Indicators

Note: The gap in healthy life expectancy between the most and least deprived areas has remained stable between 2011 to 2013 and 2016 to 2018 for males and females. In 2018 to 20 the gap in females was over three and a half years larger than for males

National Indicator 24: Percentage of people satisfied with their ability to get to/ access the facilities and services they need

Chart A2.7: Percentage of people satisfied with their ability to access the facilities and services they need, per year

Source: National Survey for Wales and Wellbeing of Wales National Indicators