

**TEMPORARY & SUPPORTED ACCOMMODATION - SINGLE PERSONS
GATEWAY**

Reason for the Report

1. To provide Members with an overview of issues relating to temporary and supported housing through the single persons gateway.

Background

2. When considering the Committee's work programme for 2018/19, Members agreed that they would wish to undertake a piece of work around temporary and supported accommodation, particularly in relation to individuals going through the single persons gateway. Members agreed that they would wish to hear from a range of organisations, front-line workers and service user perspectives on:
 - Are services fit for purpose?
 - How the hostels work together – is it effective?
 - Supported accommodation – how effective is it? What kinds of support is on offer?
 - Do people coming through the gateway get the support they need?
 - The complexities of the service and the people that use it.
3. In addition, Members stated that they would wish to receive an update on winter arrangements for 2018/19.

4. Representatives from the following external service providers have been invited to attend the Committee meeting to share their knowledge, views and perspectives of this issue in Cardiff:

- Cabinet and Senior Officers in Cardiff Council
- The Huggard Centre
- The Wallich
- Salvation Army
- Shelter Cymru
- Ty Tresillian and the Outreach Team

Issues

5. On the 13 December 2018, the Cabinet approved the “Cardiff Homelessness Strategy 2018—2022”¹. The Strategy had been considered by CASSC on the 5th December 2018.

6. A snapshot from the Strategy relating to the Single Persons Gateway is as follows:

- The Single Persons Gateway was created in 2015 to ensure that supported accommodation provision would only be accessed by those that are most in need, and to control the numbers being placed in accommodation without a local connection.
- Provision:
 - Emergency Accommodation - 71 Units
 - Hostels - 232 Units
 - Supported Accommodation - 256 Units
 - Cold Weather Provision provides an additional 90+ Units.

¹ Link - <http://cardiff.moderngov.co.uk/ieListDocuments.aspx?Cid=141&Mid=3438&Ver=4&LLL=0>

- The Single Persons Gateway provides a single point of access pathway into a range of supported accommodation for single people and couples.
- Single homeless people can access the Single Persons Gateway without a priority need, and the level of accommodation provided will be dependent on the client's vulnerability.
- The majority of Gateway accommodation is used as temporary housing for homeless clients until suitable permanent accommodation is sourced. Some clients will remain in the Single Persons Gateway for a longer time while their support needs are addressed, and a small number of clients may remain in certain projects on a more permanent basis due to their needs.
- There are various specialist pathways into the Single Persons Gateway, to ensure ease of access for vulnerable groups such as rough sleepers or those leaving prison.
- Single Persons Gateway data is continually monitored. In 2017/18 1,409 people used the service, however 3,208 placements were made, demonstrating that many individuals are placed within the service more than once in a year. This may be due in part to moving between different types of accommodation within the Gateway, however improved monitoring has shown that a high number of clients are abandoning or being evicted from accommodation and re-entering at a later date. 51 clients have been housed more than 20 times since the Gateway was launched in 2015 and the number of negative moves out of the Gateway far exceeds positive move on. There has been some improvement in the number of positive moves during 2017/18 however negative moves out of single persons accommodation remains an issue of concern.
- There is a range of support in place to help people move on from the Single Persons Gateway once they are ready. The traditional pathway is to progress people from placements in emergency accommodation, through to frontline

hostels and if needed into secondary supported accommodation, and finally into independent living in permanent accommodation.

- As part of the planned changes to the Cardiff Housing Allocation Scheme, a more robust strategy for clients ready to move on from hostel or supported accommodation will be developed. Clients will be required to pick at least four higher availability areas to increase the chance of an appropriate social housing offer becoming available within a reasonable time.

Way Forward

7. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Lynda Thorne (Cabinet Member for Housing & Communities);
- (ii) Sarah McGill (Corporate Director, People & Communities);
- (iii) Jane Thomas, (Assistant Director, Housing & Communities);
- (iv) Members will also receive evidence from the following organisations:
 - The Huggard Centre
 - The Wallich
 - Salvation Army
 - Shelter Cymru
 - Ty Tresillian and the Outreach Team

8. At the start of this meeting, Councillor Lynda Thorne (Cabinet Member for Housing and Communities) and Jane Thomas (Assistant Director for Housing & Communities) will provide Members with an overview of the Single Persons Gateway, and also be invited to comment at the end of the meeting.

9. Written evidence has been provided by United Welsh (supported accommodation provider), and this is attached at **Appendix A**. United Welsh have indicated that they would be happy to address a future Scrutiny Committee meeting, if required.

10. Also attached, at **Appendix B** is a report produced by Shelter Cymru entitled “*Trapped on the Streets*”. This will form the basis of Shelter Cymru’s contribution to this meeting.

11. Following evidence from witnesses and Q&A sessions, Members will be able to decide if they wish to feed any comments, observations or recommendations back to witnesses and to Cabinet for their consideration.

Legal Implications

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to the Cabinet/Council will set out any legal implications arising from those recommendations. All decision taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirements imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be taken having regard to the Council’s fiduciary duty to its taxpayers; and (he) be reasonable and proper in all the circumstances.

Financial Implications

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision

that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in this report;
- ii. consider the information provided by witnesses to this meeting;
- iii. decide whether it wishes to relay any comments or observations to the Cabinet Member for Housing and Communities and witnesses; and
- iv. decide the way forward with regard to any further scrutiny of this issue.

Davina Fiore

Director of Governance & Legal Services

15 January 2019