

**Equality Impact Assessment
Corporate Assessment Template**



Appendix 5

Policy/Strategy/Project/Procedure/Service/Function Title: HOMELESSNESS – THE RESPONSE TO THE COVID 19 CRISIS AND DELIVERING THE FUTURE SERVICE MODEL
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Louise Bassett	Job Title: Partnership Delivery
Service Team: Partnership Delivery	Service Area: Housing and Communities
Assessment Date: 30/6/17	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

<p>HOMELESSNESS – THE RESPONSE TO THE COVID 19 CRISIS AND DELIVERING THE FUTURE SERVICE MODEL</p> <p>Cardiff is proposing significant change in the way it delivers single people and family homeless services this year.</p> <p>Objectives:</p> <ul style="list-style-type: none"> To provide accommodation and support for homeless people as a response to Covid 19 Pandemic and in the future. To provide information on steps already taken to secure additional permanent homeless accommodation to replace temporary provision and ensure that no service user will experience a reduction in service availability as lockdown measures are relaxed. To improve the provision of accommodation and support available for single homeless people and families.

2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

<p>Background</p> <p>In recent years, like all major British cities, Cardiff has experienced a dramatic rise in the number of people homeless or rough sleeping. Working with our partner's we have made very significant progress in reducing the number of individuals sleeping rough and in March 2020 we had achieved the lowest level for six years.</p> <p>Following extensive research into good practice across the world proposals were developed</p>

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to improve partnership services to maximise prevention, ensure effective assessment of need and deliver the right accommodation pathways to meet the wide range of needs presented by our single homeless clients. This approach was endorsed in our Corporate Plan 2020/23. A multi-agency steering group was established to deliver this new vision chaired by the Cabinet Member for Housing and Communities.

At the beginning of March 2020 there were 30 rough sleepers in Cardiff, down from 84 rough sleepers the previous year. The key presenting need for those rough sleeping was substance misuse although the complex nature of the issues faced by these individuals meant that most also had other challenging health needs.

In addition, there were 140 individuals in emergency accommodation, 98 of whom were sharing spaces. More than 600 individuals were being housed in hostel and other supported accommodation.

Cardiff had already carried out a strategic review of services and was preparing for change of services for single homeless and vulnerable people. This was in response to the increase in complexity of vulnerable clients and the subsequent difficulties that our accommodation and support providers are experiencing when supporting these vulnerable groups. The consensus had already been reached that a new approach was needed to deliver real change.

Response to Covid 19 Pandemic

It was crucial that significant levels of additional self-contained accommodation was sourced quickly in order to ensure that no-one remained on the street and specifically that individuals could self-isolate should they be symptomatic of the virus. The numbers residing in existing emergency accommodation had to be very significantly reduced to ensure that the virus did not spread within this vulnerable group.

Accommodation

In the first 3 weeks of the crisis 140 clients were rehoused into accommodation where they could shield / self-isolate. In total 182 units of supported accommodation have been established made up of:

- 20 Isolation units (Shipping container developments repurposed to meet this need from family temporary accommodation)
- 2 Hotels 130 units in total (OYO and YHA)
- Move on accommodation (16 units (Countisbury House, Llanrumney)
- Re-purposed building (16 units) (Parade in Plasnewydd)

Support

24 hour support and security staff were allocated to all sites and 3 meals a day and snacks have been provided to ensure that clients can remain at the property at all times.

As clients remained in the accommodation brought on line in Phase 1 it quickly became clear that there was an unprecedented opportunity for services to work with clients who wanted to take a step away from substance misuse. Work was undertaken with colleagues from the APB, Health, Kaleidoscope and G4S to provide services directly into the hotels, hostels and supported housing aimed at harm reduction and rapid prescribing.

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A funding commitment for 20/21 to increase and maintain access to the drug substitute

Delivering the Vision

Buvidal was made available with the support of Welsh Government. The results have been exceptionally positive with 75 clients receiving support via the Rapid Access to Prescribing Pathway. There are ongoing discussions with the APB and Health Partners on how this change in service delivery and improved engagement can be maintained for this cohort.

There has also been a significant demand for therapeutic interventions and counselling. More workers in this role are required to allow for the long-term, gradual engagement necessary to support those experiencing social exclusion and complex trauma to engage with services and move on in their recovery.

Phase 2 - Response

Extension of arrangements with the OYO and YHA Hotels

As part of the Phase 2 response and to ensure that accommodation remains available for single homeless people in the short term immediate action has been taken to extend the arrangements with the 2 hotels.

The arrangements with the OYO and YHA hotels are both due to expire in June unless extended, there are 44 individuals housed in OYO and 91 in the YHA. Failure to extend the hotels will have removed housing from 135 vulnerable individuals, resulting in a return to street sleeping. Therefore, Cardiff has extended both hotels whilst alternative housing options are brought on line, these solutions are set out later in the proposal.

- OYO - Block Room Booking has been extended for the period 21 June 2020 to 21 September 2020
- YHA - Licence Agreement has been extended for the period 30 June 2020 to 15 December 2020

The extensions will allow for a period of transitions time whilst the new accommodation is set up and each clients need is assessed to ensure the accommodation they are allocated is appropriate for their need.

Additional Accommodation during Covid 19

Cargo House – Self Isolation Units

Shipping containers in Butetown and Ely have also been used as isolation units during the pandemic. Offering 20 units of self-contained high quality accommodation with staff and security on site 24/7. It is proposed that this accommodation continues for the rest of the year, especially as track and trace protocols are put in place and the need to self-isolate continues.

The Parade

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The Parade is a repurposed education building providing 16 units of temporary supported accommodation and is staffed 24/7. The scheme is a partnership between Cardiff Council and the Further Education Trust. Referral into the project is made via Outreach and MDT and clients using the accommodation are currently case managed by the team. The scheme is providing an interim emergency accommodation and assessment function whilst Hayes Place is developed. The plan is to close this provision by December 2020 as the Assessment Centre in Hayes Place is brought on line.

Countisbury House

Countisbury House was secured in May for 12 months in partnership with the Pobl Group. It provides 16 good quality self-contained units of accommodation. The site is currently used as a move on pathway for complex individuals that are ready to try a more independent living lifestyle. The accommodation is situated in a residential area away from the City Centre with significant space in the building to run training opportunities and a medical suite for health interventions. Negotiations are on-going with Pobl, with the intention to secure the facility for the longer term for continued use as a move-on provision for those with complex needs.

The initial feedback from residents and staff has been positive and there has been no community impact reported. Some capital expenditure is required on site to improve security such as CCTV, safety screens and door entry systems. There is also potential to add in more self-contained accommodation by remodelling a wing previously used for staff at a later stage of the year.

The Challenge Continues

Since March there has been an increased demand from single homeless (45 individuals a week being housed in some weeks, compared to an average of 25 previously) there is also the risk of early release of prisoners planned although numbers at this stage are unknown. Another concern is when lockdown measures end and the suspension of evictions is lifted a spike in demand is expected.

There are currently 29 people in provision who have no recourse to public funds, this number is likely to increase over the coming months. During COVID-19 asylum seekers who have received a decision continued to receive accommodation and subsistence from the Home Office as the move on process was suspended, once this is removed there is a potential high number of refugees and leave to remain clients expected to request support from the Council for housing.

The current accommodation available in the City and the high levels of support needed will not meet existing demand so immediate and urgent additional provision has to be put in place.

There is also the need to continue meeting health and wellbeing needs – Our clients are more likely to suffer from mental ill health, physical ill health and substance misuse, and at the same time less likely to access the health services they need. (Tri Morbidity

Meeting the needs of Single Homeless People in Cardiff

The experience of the response to the pandemic so far, combined with the work previously

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undertaken to review the current service model has made clear the need to provide additional good quality self-contained accommodation, with multi agency support.

The vision for the future has 4 key components:

- **To Prevent Homelessness Wherever Possible** – and where it is not possible for the experience of homelessness to be rare, brief and not repeated.
- **To deliver an Assessment/ Triage Approach** to all those presenting as homeless. A service that will comprehensively assess and identify the needs of the person, where necessary on a multi- agency basis, to ensure that the recommended accommodation and support solution is put in place.
- **Good Quality, Self-Contained Accommodation in a Supported Setting** - For those with the most complex needs the model recognises that longer term specialist accommodation will be required but that this will be good quality, self-contained accommodation that can provide a home environment in a supported setting
- **Rapid Rehousing / Housing First / Intensive Support in the Community** - Move away from the staircase approach to rehousing where clients moved on from supported accommodation to independence in stages. The new model will enable separate pathways for clients who are able to move directly to rapid rehousing with lower needs or housing first or community housing with intensive support as appropriate

The vision for Cardiff is very much in line with Welsh Governments “No Going Back” approach. This vision will be achieved by developing new services, remodelling current provision and decommissioning others as part of the ongoing review of services over the next 3 years.

Our plans are ambitious and reflects a strong commitment to the rapid rehousing philosophy and offers better coordination of services by introducing a new pathways with proper assessment and more defined and specialist pathways and direct routes into settled housing.

Phase 2 Response - Delivering the Vision

Cardiff has undertaken a comprehensive mapping exercise of all its accommodation and support provision over the last 5 years. This has resulted in significant new service developments for VAWDASV, Young People’s Accommodation/Support Services and Floating Support. All of these services have defined gateways into service and protocols in place to ensure there is rapid assessment of both support and housing needs.

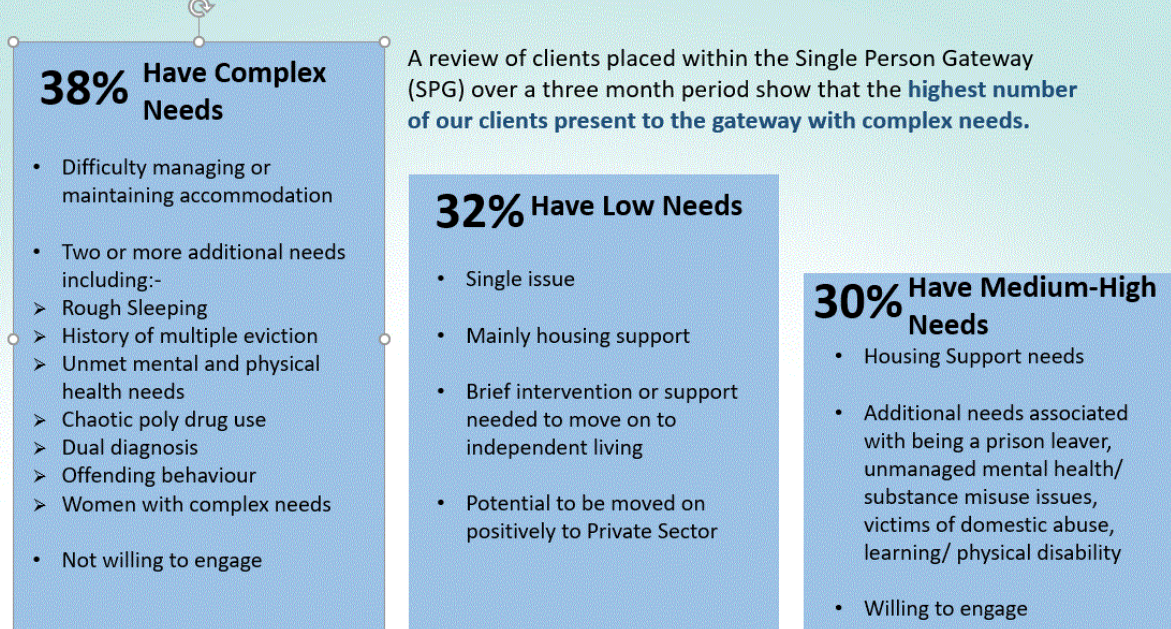
Strategic Review Single Persons Services

There has also been extensive mapping work undertaken to better understand people’s levels of need when accessing services provided by Cardiff Council and its Partners. Improving the quality of temporary, emergency and supported accommodation and improving the pathway into long term settled accommodation was the overarching aim of the strategic review. There are up to 1400 individuals using the Single Persons Gateway each year with over 600 units of accommodation in use at any given time.

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The information collected in December 2019 resulted in providing us with a better

The Needs of Individuals entering Cardiff's Single Person Gateway



understanding of the levels of need and numbers of people in each cohort, this data has been invaluable as a starting point to understanding how we can better meet the needs of people entering the single person gateway.

Issues Identified

Through the review undertaken it has been identified that some existing smaller units of supported accommodation have proved less successful in meeting the increasingly high level of client needs, resulting in high rates of eviction and abandonment. Move on from these projects is also very slow, it is intended to move away from the staircase model where clients move through several projects in their journey towards independence, towards a rapid rehousing approach with appropriate support, and this will be based on individual need rather than the accommodation.

It is intended to move away from supported community houses over a 3 year phased basis. The funding released in the next 3 years will be reinvested into delivering the vision. Services need to be organised in such a way that people experiencing homelessness can expect a trauma, person-centred response.

There is also a need to review the abstinence /substance misuse pathway projects in conjunction with partners in Heath. This review will be undertaken over the coming year. Again, where possible the model will be to move away from long periods in supported housing.

Staff across the partnership need to be well informed and, where necessary, well trained in responding to trauma, addictions and mental ill-health. Staff will be supported to develop skills and the full adoption of a psychologically-informed and trauma-informed approaches

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service delivery.

Due to the significant numbers of people who have been supported into accommodation during the pandemic. It is paramount that we focus on improving the quality and variety of emergency and temporary accommodation currently being provided in the short and medium term during this recovery period.

As we move into the second phase and delivery of the vision 140 people will need to be supported out of the Hotels and up to 100 from other emergency accommodation, this is in addition to the number already in services. To assist with ensuring continue to engage with services a full assessment of their accommodation and support needs will take place. Everyone will have an individualised plan developed to cover their journey out of the hotels and emergency provision and into more settled accommodation, with a key worker in place.

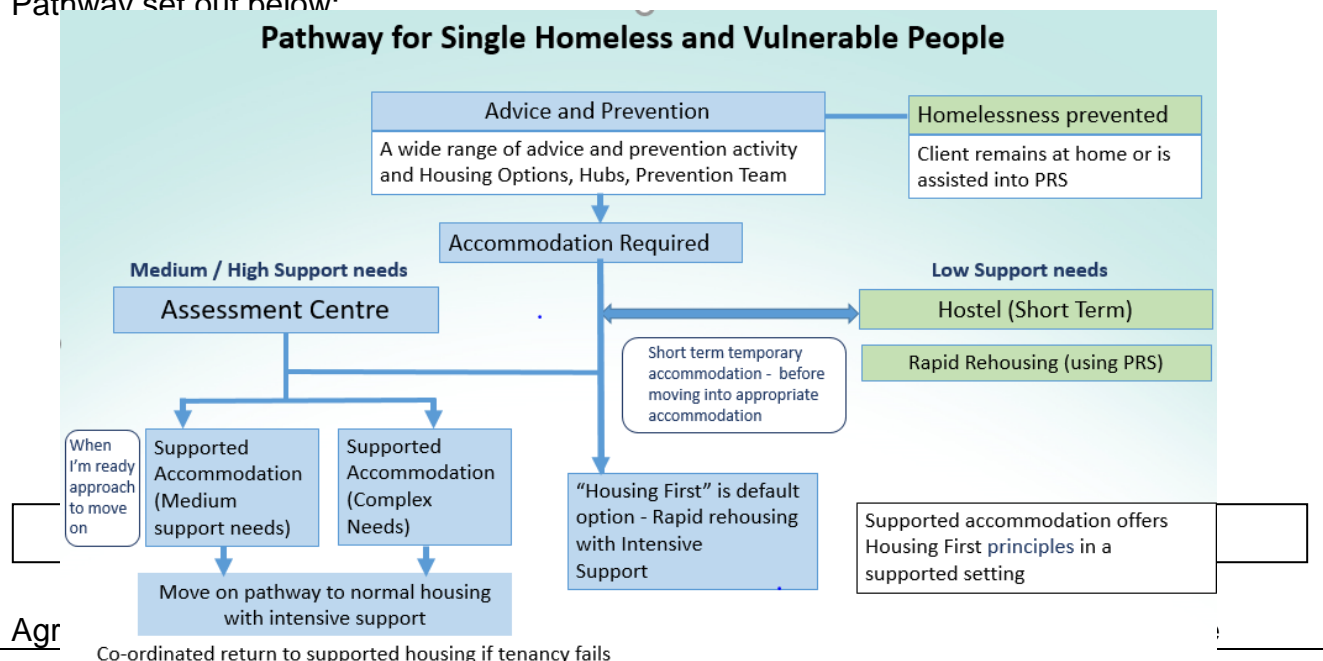
Cardiff is also proposing to identify the current needs of every client (600) within all its schemes with our partners and develop a transition plan for each person. A Development Manager post will be put in place to coordinate, develop and embed the Rapid Rehousing approach and move on protocol across all provision in the gateway.

Pathway into Single Homeless Services

A range of partners were involved in the development of this new pathway and this had been well received in consultation sessions. The findings from this strategic review has been combined with the learning from the pandemic to develop the new vision for homeless services for single people in Cardiff

We have already identified that around 38% of people that come into homeless services have multiple and complex need. As well as additional accommodation significant resources will be needed to provide assessment, good quality key working and case management support during the phase 2 recovery period.

Pathway set out below:



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assessment and triage centre solution for Cardiff. It will become the primary base for the Homeless Outreach and Multi- Disciplinary Team from July 2020. The building is suitable for the multi-disciplinary service and a modular solution for the provision of on-site accommodation (19 units) which has been sourced and will be in place by December 2020.

Considering the experience of other UK and European cities the need for an appropriate assessment and triage centre for single homeless individuals is essential. Once the accommodation is in place the centre will be available for 24 hour access for referrals by trusted partners and would be a fully multi-disciplinary provision. The centre would provide good quality emergency accommodation which would enable clients to stabilise and stay for the period of their assessment.

Multi- Disciplinary Team

The assessment centre will become a co-ordination point for our multi-disciplinary complex needs services including street and hostel outreach. The service will allocate individuals to the most appropriate accommodation solution following the assessment process. The team would ensure the appropriate level of on-going support is sourced and in place.

The success of our multi-disciplinary approach has been considerable and it is proposed to build on the current team, funding is secured at this time for the elements below:

- MDT Manager
- Mental health Nurse
- Mental health Social Worker
- Advocate
- Outreach/Key Workers
- Female Specialist Workers
- Primary Care Nurses
- Substance Misuse Nurses
- Substance Misuse Workers
- Probation – start date TBC
- Therapeutic Outreach
- Counselling
- Housing Support workers
- Peer Support
- Rapid Access to Prescribing
- Divisionary Activity Worker

The Multi-disciplinary approach will ensure that substance misuse services are not offered in isolation but alongside therapeutic and mental health provision. The existing Multi-Disciplinary Team will be expanded so that support follows the individual client - on the street, in supported housing and in the community.

The Assessment Centre and the Accommodation site will be open 24 hours, to manage the intake and assessment process. The pathway for those with complex need will start with the triage and assessment process.

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The levels of intensity and duration of support will be carefully considered as part of the assessments process. Prevention will feature highly with lower need clients following a separate pathway that focuses on developing the quickest route, with support if needed into the most appropriate and sustainable accommodation available.

High need and more complex clients will be provided with a tailored package of support, these will include specialist pathways for women and those who want to address their substance misuse issues.

The team have also identified the following resources will be required to ensure the assessment centre provides a comprehensive assessment of need and range of primary health care needs can be met.

There is ongoing dialogue with our health colleagues to develop and provide the resources below set out below:

Primary care	Proposal
Direct access to GP	Dedicated GP hours within the Assessment Centre and for outreach provision at larger accommodation sites.
Direct access to Psychiatrist	Dedicated GP hours within the Assessment Centre and for outreach provision at larger accommodation sites.
Podiatrist	Dedicated hours/sessions with podiatrist at the assessment centre/outreach
Optometrist	Dedicated hours/sessions with optometrist at the assessment centre/outreach provision
Dentist	Dedicated hours/sessions with dentist outreach/assessment centre

Emergency Accommodation

The accommodation for the assessment centre will be placed on the car park area of the main building and will consist of 19 new modular homes using the Beattie Passive 'Haus4studio' pods. These pods have been specifically designed to provide single person units providing warm, safe and comfortable overnight accommodation for people.

New Specialist Supported Accommodation

As highlighted, support will follow the client into each scheme from triage/assessment, this will ensure support is wrapped around the client, not the accommodation. Key workers will be assigned at point of assessment and work with the client until they are placed in longer term accommodation.

Following intensive research and site visits undertaken prior to the pandemic it has been possible to identify the key features of good quality specialist supported accommodation. The main factors are that the units must be self-contained, that there is access to support on-site 24/7, that health and other essential services attend the clients in the facility rather than relying on individuals attending for outpatient appointments elsewhere.

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Key working underpinned by a case management approach are also important. Wrap around service such as counselling and therapeutic services should also be available in all the new facilities along with education and work experience opportunities.

One of the key pieces of learning from the pandemic has been the introduction of digital engagement. During lockdown counselling, substance misuse and harm reduction services have been delivered directly into the hotels and hostels. Nurse led substance misuse services have revolutionised treatment with virtual GP assessment and use of new drug substitutes. This has made the services more accessible to clients and some elements of digital support will continue.

The current level of need for additional specialist accommodation in Cardiff is estimated at 200 units. Following consideration of options and taking advice from a wide range of the preferred solution to introduce these high quality facilities is to refocus provision at Adams Court in Adamsdown and secure student accommodation on Newport Rd.

Adams Court Supported - Housing Complex Need

Adams Court is owned by United Welsh Housing Association and it currently provides temporary accommodation for a mix of 74 families and individuals. The plan is to repurpose the accommodation for single homeless. There is also an opportunity to repurpose 49 neighbouring flats in Baileys Court for more settled long term accommodation, including piloting a congregate Housing First approach, similar to the models of delivery in Finland.

The proposed Adams Court integrated facility would comprise of approximately 103 self-contained units with intensive support on site 24/7. There would be space for health and therapeutic services. Into-work, educational and diversionary activity could also be provided on site and the building would have 24 hour security, CCTV and support staff in place. The core services on site will be delivered directly by the Council with significant input from health and other partners.

Newport Road Supported Accommodation – Medium/High Support Needs

To add to the availability of short term supported housing options the council has worked with the Pobl group to secure a 46 unit block of flats on Newport Road. The units were previously used as student accommodation and in the immediate term the accommodation will be used to transitions clients from the two hotels. The longer term plan for the site from 2021 will be to provide self-contained short term supported accommodation for those with medium/high support needs.

Rapid Rehousing Models

We are proposing to create support teams that will be integrated with and co-ordinated by

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the Multi-Disciplinary Team to support people from triage/assessment through to move on and life in the community. The model will be underpinned by the Critical Time Interventions approach and follow many of the principles of Housing First but with a more time limited approach. Critical to approach will be support from community safety and other criminal justice services such as Police, Probation and HMPPS.

Rapid Rehousing – Integrated Housing Support Team (IHST)

This team will focus on the complex individual and their needs and key workers will have caseloads of no more than 15-1. The key workers in the team will provide enhanced case management support that follows the individual client on the street, in temporary accommodation and on into the community. The support will be intensive followed by a gradual and supported transition to community resources, critical time intervention is expected to reduce the likelihood of placements and eventual housing breaking down. There will also be a diversionary activities team that will focus on providing a range of opportunities to support engagement, development and social links to help people achieve and maintain their accommodation.

As part of the approach the team will focus on providing emotional and wellbeing support and responses to crisis such as tenancy rescue or exploitation of vulnerable clients in the community, working to stabilise if possible. Allocation to the team will be co-ordinated by the assessment centre supported by the Multi - Disciplinary Team.

Supported Accommodation Independent Living Team (SAIL)

The current SAIL Team will be increased and work with complex high need clients using the same critical time intervention approaches as the integrated housing support team. They will provide more intensive support to clients that are in supported accommodation already and ready to transition into independent living. Although time limited the ratio for this team will be 10-1 and will also include responses to crisis such as tenancy rescue and exploitation of vulnerable clients.

Housing First

Funding has been secured this year to expand the existing 3 Housing First projects to provide 55 units of dispersed support. Whilst no additional funding is requested this year the aim is to seek additional funding in 21/22 to expand to 102 Units by April 2021. This will be achieved by securing 47 more units in Baileys Court. This will be a congregate model based on learning from Finland. By expanding to a congregate model in 20/21 the Housing First offer in Cardiff will consequently have a broader spectrum of choice available for those suitable for Housing First support.

Rapid Rehousing – Floating Support

The current Floating Support Contracts already in place and funded via the Housing Support Grant will continue to be utilised during phase 2 to undertake targeted work to prevent homelessness in the community and support resettlement and move on for those clients currently in second stage low to medium need supported houses. The teams have caseloads of approximately 1 – 30. Floating Support is accessed via an established gateway co-ordinated by the Council and uses a case management approach to develop individualised plans for people with a range of Housing Support needs. Clients are still able

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to access more specialist support services if needed and the current teams are able to step back in and help if a crisis is identified to prevent homelessness.

Existing Accommodation

Supported Accommodation High Need - Huggard/Tresillian Site

As well as the new accommodation projects Cardiff has a number of existing projects available that will be refocused over the coming 9 months. The experience of the pandemic on the Huggard and Ty- Tresillian site has shown that with lower numbers in existing hostel space considerable improvement to outcomes for individuals can be achieved. Outstanding work has been delivered by our partners during the crisis and a move towards provision that is for residents and specific case based intervention only, rather than drop in, is seen as the way forward. The reduction in antisocial behaviour associated with some of the existing facilities has been marked. Partners have also highlighted the need to change.

The intention is to build on this success by making a permanent change to the delivery of services. This will impact particularly on the operation of the services at Huggard Buildings on Dumballs Road. Work is ongoing with the Huggard and with Health colleagues to fully design this new model of service.

The site will still focus on clients with complex need and those that are rough sleeping, rather than operating a drop in day centre. The Huggard team will work closely with the Multi-Disciplinary Team and Assessment Centre to find solutions.

Supported Accommodation and Rapid Rehousing Low Need - YMCA Site

YMCA Cardiff Housing Association (HA) will also be remodelled to provide a range of accommodation options for clients who have a lower support need and who are in need of housing. A more flexible provision will be available with wrap around support that is tailored to meet clients that present with lower need. The proposed service will include emergency accommodation, short term supported accommodation, rapid rehousing, with access to a private rented scheme and a resettlement service. Accredited training, volunteer placements, education and employment opportunities will also be available. A key element of the service will be to provide and source 50 units of private rented accommodation to assist clients to move on and sustain independent living. Levels of resettlement support will be provided to all clients dependent on their individual needs and move on pathway

There is also an opportunity to upgrade and increase the capacity of the current YMCA site from 81 to 110 units with the addition of 29 units of good quality self-contained accommodation.

Summary of Single Person Homeless Services

Cardiff is proposing significant change in the way it delivers single people homeless services this year. Key actions will involve piloting the approaches set out in this plan and implementing transition plan for existing clients.

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Proposed summary of Single Person Homeless Services is set out below

Summary of Single Person Homeless Services	
Assessment and Support Services	Assessment Centre Homeless Outreach / MDT Housing First SAIL (Supported Accommodation to Independent Living) Floating Support
High Needs Projects	Huggard Centre (Hostels and Intervention Centre) Adams Court Litchfield Court
Medium need / Move on Projects	Oak House Newport Road <u>Countisbury House</u> Julian Hodge (under review)
Medium / High – substance misuse specialist pathways To be reviewed	<u>Ty Gobaith / Dyfrig House</u> <u>Janner House / Teal Street/Glan yr Afon/Croes Fynn</u>
Womens Projects - To be reviewed	Ryder Street / Hamilton Street
Low Needs Projects	The Walk /The Ambassador/Move on Accommodation
A number of Community House Schemes will be phased out over 3 years	

Young Person Gateway

In April 2019 Cardiff commissioned two contracts to work with young people experiencing Homelessness. A joined up approach has been taken to recommissioning services for young people, working across departmental and grant funding boundaries to commission comprehensive services that focus on the individual need, not just funding streams. The Council has established a Young Person's Gateway to manage all accommodation and support need for young people. Previously services for homeless young people operated separately from services for 'looked after children'.

The service now operates as a partnership between Homelessness, Children's Services and a range of third sector organisation. There is discussion underway with Children Services and our partners to look at how capacity can be increased further this year to mitigate the effects of Covid 19.

Accommodation for Families

The impact of the Covid pandemic on Family homelessness has been different to that experienced in relation to single individuals. The temporary ban on evictions in both the public and private rented sector, along with mortgage holidays for owner occupiers in difficulties has seen fewer families presenting as homeless. The Council and most Housing Associations continued work on vacant properties during the crisis and as a result move on from temporary accommodation for homeless families has remained effective.

This was particularly important as 20 family shipping container units located in Ely and Butetown were repurposed for self-isolation units and access to them has proved essential during the crisis.

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The future vision for family homeless is similar to that for single person homelessness:

- **Prevent homelessness** – homes are rescued if possible, if not as many families as possible are rehoused at this stage. Where prevention is not possible to ensure that *homelessness is rare, brief and not repeated*.
- **Assessment / Triage Approach** - Properly identify need, taking a multi-agency approach where necessary, and provide appropriate tailored solutions for each individual family.
- **Good Quality Emergency / Supported Accommodation** - short stay for most, some families will stay longer while they receive more support.
- **Focused support to achieve successful move on** - Move away from the staircase approach

Currently Cardiff has 555 units of temporary family accommodation. These are made up of 161 hostel and supported accommodation units and 394 leased units of accommodation. 72 of these supported housing units are in Adams court, the location in the city centre is not ideal for family homelessness.

Currently 157 families have been in temporary accommodation for more than 6 months. While the leasing schemes have proved very successful in the past in preventing the use of bed and breakfast for homeless families, they do lead to long stays in temporary accommodation, which can be disruptive to family life and the education of children.

There are two temporary accommodation leasing schemes in Cardiff, operated by Cadwyn Housing Association and Temp to Perm. Cadwyn Housing Association has recently approached the Council to advise that their scheme, the larger of the two, is no longer financially viable without additional input from the Council.

Following examples of the Scottish authorities Cardiff plans to move to a Rapid Rehousing approach and reduce the long stays for families in temporary accommodation. This will include more use of the private rented sector – both in Cardiff and in surrounding area.

The Council has recently agreed to become a pilot for a Welsh Government Scheme to lease directly from the private rented sector. The scheme will provide a 5-year lease giving households more stability over the medium term. Cardiff will be able to take on 66 properties under the scheme.

Phase 2 - New Approaches

As a number of the hostel units are located at Adams Court and the move to use this for single people is progressing means that alternative family accommodation is needed. It is proposed to both facilitate this change and achieve the more appropriate alternative model of delivery for families by creating 3 centres for family homelessness.

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The locations for these centres will be:

- **Briardene on North Road**, a Cardiff Living Scheme due to deliver by the end of this financial year will provide 30 x 2 bed flats 6 x 1 bed flats 3 x 2 bed flats
- **Harrison Avenue in St Mellons** (a United Welsh building), will provide 18 flats made up of 14 x 3 bed and 4 x 2 bed
- **The Gasworks** – a new build site at the former gasworks site in **Grangetown** will provide 50 flats made up of 12 x 1 bed flats, 12 x 2 bed flats and 26 x 3 bed flats. The site has recently been acquired by the council for inclusion within the Housing Development programme and benefits from existing services.

These centres will offer 140 good quality family accommodation with staff on site during the day. Underpinned by a rapid rehousing approach a full assessment of need will be carried out and more intensive support provided for more vulnerable families. Partnership working with Early Help Services funded via the Children and Communities Grant and joint working arrangement with Health and Social Services will ensure families receive support that is tailored and follows them, from entry into homeless services right through into the community.

The aim would be to move families quickly from this accommodation directly into a settled home. Once fully operational this model would reduce the need for leased properties.

Increase Access to Social and Private Sector Housing

Further work to fully develop this new rapid rehousing model will be undertaken during the Phase 2 response period and will become the new normal by Phase 3. All three schemes will be delivered and operational before the March 2021.

More Focussed Allocation of Social Housing

As well as the new approaches prior to the virus it was agreed to focus more lets to homelessness for a temporary period, recognising the very high numbers of homeless households in temporary and supported accommodation. During the crisis only lets to homeless households and emergency moves from general waiting list have taken place.

A move on protocol is in place and has been tested during this period, this will be further developed during the response phase. Family move on from homelessness has been good and demand low, providing an opportunity for reconfiguring some schemes and to achieve a step change for family homelessness. Single person move on has remained quite slow despite targeting of this group, only 16 offers to date (due to need to respect sensitive / special letting arrangements in the community)

The focus of allocations on homelessness will continue for a further 6 months during phase 2 supported by a rapid rehousing approach. There will also be more specialist single person housing schemes included in all social housing development plans moving forward.

Cardiff has also invested significantly in buying housing stock from the open market to bring it into social housing stock.

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Working with the Private Rental Sector

Cardiff estimate there will be an additional 60 households per month requiring housing over the next 12 months. There will also be an increase in new presentations due to unemployment and a downturn in the economy.

There will be key points when these will be increased, at the end of the furlough scheme, evictions at 3 months and end of the temporary evictions policy, and ending of house repossessions due to mortgage defaults. Due to the downturn in the economy we predict new presentations will increase significantly particularly from October onwards when the furlough scheme ends.

There are currently several established Private Rental and Bond Schemes in place through the Council and its Partners. Private Rented Sector Incentive Budgets are used to enhance the support available to help hard to house group's access and maintain settled accommodation.

To ensure there is availability of hostel and supported accommodation it is vital that people who are ready for independent living are also able to move on, and due to lack of social housing this is likely to be within the private rented sector.

Engagement with private sector landlords is ongoing and the private rented sector team at housing options work with a cohort of landlords who accept the housing solutions package of financial assistance and support to help ensure tenancies are successful, more incentives are required to secure landlords as many see homeless clients as unsuitable and high risk.

To help encourage landlords to work with the schemes and consider people from the target groups a tailored package of support is offered with financial incentives including increased bond payments and rent in advance, the security of a guarantor and additional continued support to both the tenant (floating support) and the landlord (single point of contact from housing solutions team).

The additional funding requested this year will provide opportunities for more settled accommodation for a range of cohorts including single homeless people, young people and families.

Community Involvement

Cardiff will develop a co-ordinated programme of engagement and training opportunities to empower local people who want to volunteer and help end homelessness in Cardiff. Volunteers add a range of talents, skills and experiences into the mix, enriching and enhancing homelessness services. Good volunteering should also benefit the volunteer. It can be an opportunity to gain confidence, have fun, meet new people, build new skills and can be a stepping stone to future employment for both the client and volunteer.

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A new campaign called 'Real Change' was launched recently. As the city centre begins to exit lockdown, the campaign asks anyone with concerns about a person they see on the streets to not give spare change but instead text 'REALCHANGE' to 80800, giving the location of that person so help can be provided. The outreach teams will then respond and offer help and support directly to the person.

Considerable success has been achieved over the last three months, with only a handful of very entrenched rough sleepers remaining outside. Greater availability of accommodation and support, alongside support from partners has been a key factor in this change and we are committed to ensuring that this continues after the crisis is over. This work will be developed further this year with all our partners so a more co-ordinated approach is taken to the delivery of help for vulnerable homeless people.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

	Yes	No	N/A
Up to 18 years	x		
18 - 65 years	x		
Over 65 years	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Support for will be enhanced and monitoring of the outcome of services will improve as a result of the proposals.

It is not anticipated that there will be any reduction in the number of clients supported, however the type of service provision is likely to change following the completion of the full needs assessment.

What action(s) can you take to address the differential impact?

Positive impact is expected, careful design and speciation of services will ensure that services improve as a result of the proposals

3.2 Disability

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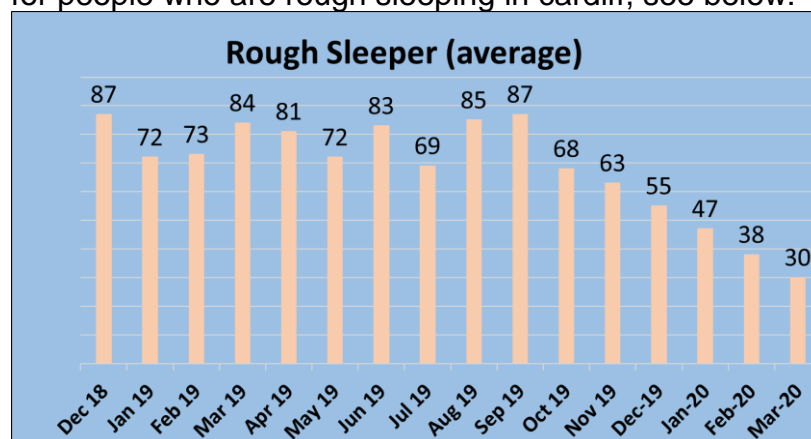
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Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	x		
Physical Impairment	x		
Visual Impairment	x		
Learning Disability	x		
Long-Standing Illness or Health Condition	x		
Mental Health	x		
Substance Misuse	x		
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Substance Misuse and Mental Health are the most significant recorded issues for people who are rough sleeping in cardiff, see below:



Rough Sleeper - Lead Needs

Substance misuse	Mental Health	Alcohol
19	9	2

Positive impacts are anticipated from the greater expertise expected under the new arrangements in helping those with substance misuse and mental health difficulties in particular. Accessible accommodation will also be a requirement of the new service.

What action(s) can you take to address the differential impact?

This change in service will provide:

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- Unprecedented opportunity to work with clients **Substance Misuse Services/Mental Health**
- Services are now being provided directly into the hotels, hostels and supported housing
- Substance Misuse Nurse and access to Rapid Prescribing services - 75 clients referred for services - 45 are in active treatment and this work continues
- Mental Health Social Worker and CPN part of the MDT
- Access to therapeutic interventions

Positive impact is expected, careful design and specification of services will ensure that services improve as a result of the proposals

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Currently services are provided to a very small number of clients annually identifying as transgender. It is anticipated that the new arrangements will make it easier to move individuals between schemes to ensure appropriate accommodation is provided for the most vulnerable people who experience homelessness.

Positive impact is expected, careful design and specification of services will ensure that services improve as a result of the proposals

What action(s) can you take to address the differential impact?

No negative impact anticipated, however careful monitoring and targeting of support will take place to ensure that no service users are unduly impacted by the change and that the most vulnerable are supported.

All services available will be expected to mainstream provision for clients with protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

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3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		X	
Civil Partnership		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative impact is expected as part of the change. Positive impact is expected, careful design and specification of services will ensure that services improve as a result of the proposals

What action(s) can you take to address the differential impact?

No negative impact anticipated, however careful monitoring and targeting of support will take place to ensure that no groups are unduly impacted by the change.
All services available will be expected to mainstream provision for clients with protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	X		
Maternity	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The change will have a positive impact. There will be better accommodation choices for Families including those that are pregnant

What action(s) can you take to address the differential impact?

All services available will be expected to mainstream provision for clients with

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protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	x		
Mixed / Multiple Ethnic Groups	x		
Asian / Asian British	x		
Black / African / Caribbean / Black British	x		
Other Ethnic Groups	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

It is anticipated the impact will be positive due to improvements in services.

What action(s) can you take to address the differential impact?

No negative impact anticipated, however careful monitoring and targeting of support will take place to ensure that no groups are unduly impacted by the change and that the most vulnerable are supported

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		X	
Christian		X	
Hindu		X	
Humanist		X	
Jewish		X	
Muslim		X	
Sikh		X	
Other		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No differential impact identified.

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What action(s) can you take to address the differential impact?

None anticipated, however careful monitoring and targeting of support will take place to ensure that no groups are unduly impacted by the change and that the most vulnerable are supported.

All services available will be expected to mainstream provision for clients with protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

	Yes	No	N/A
Men	X		
Women	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There will be positive impacts for both male and female clients as a result of the joined up services and clearer pathway. EG separate accommodation and specialist support for Women and Males identifying Domestic Violence issues.

What action(s) can you take to address the differential impact?

None anticipated, however careful monitoring and targeting of support will take place to ensure that no service users are unduly impacted by the change and that the most vulnerable are supported

All provision available will be expected to mainstream provision for clients with protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
Bisexual		X	
Gay Men		X	
Gay Women/Lesbians		X	
Heterosexual/Straight		X	

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Please give details/consequences of the differential impact, and provide supporting evidence, if any.
No impact identified. Positive impact is expected, careful design and speciation of services will ensure that services improve as a result of the proposals Eg. We will ensure there are bespoke offers of accommodation and support for those people who are vulnerable.
What action(s) can you take to address the differential impact?
None anticipated, however careful monitoring and targeting of support will take place to ensure that no service users are unduly impacted by the change and that the most vulnerable are supported All provision available will be expected to mainstream provision for clients with protected characteristics, providing sensitive and appropriate services for all that need it. Provision for equality and diversity will be a key in the ongoing performance monitoring of service delivery.

3.10 Socio-economic Duty

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the Socio-economic Duty?

	Yes	No	N/A
		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
The overall aim of the proposals and changes in service provision is to deliver better outcomes for those who experience socio-economic disadvantage.
What action(s) can you take to address the differential impact?
This has been supported through ensuring the proposals take account of evidence and potential impact through consultation and engagement to help to reduce the inequalities associated with socio-economic disadvantage.

3.11 Welsh Language

Will this Policy/ Strategy/Project/Procedure/Service/Function have a **differential impact (positive/negative)** on the Welsh Language?

	Yes	No	N/A
		X	

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Please give details/ consequences of the differential impact, and provide supporting evidence, if any.

All Welsh language policies will be followed. Service users should be able to express a language preference upon first contact with services.

What action(s) can you take to address the differential impact?

The Welsh Language Act has been identified in terms of requirements as a minimum.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

Consultation has been undertaken over the previous 2 year to provide an opportunity for partners and service users to influence the design of services and to help inform the type and quality of services to be offered.

Due to Covid 19 consultation opportunities have been limited with service users but will be embedded into service mobilisation and delivery to ensure clients from protected characteristic groups are provided with opportunities to influence service delivery.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Careful monitoring and targeting of support will take place to ensure that no service users are unduly impacted by the change and that the most vulnerable are supported.
Disability	
Gender Reassignment	
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	
Religion/Belief	
Sex	All provision available will be expected to mainstream services for clients with protected characteristics, providing sensitive and appropriate services for all that need it.
Sexual Orientation	
Socio-economic Duty	
	Provision for equality and diversity will be a key in the

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Welsh Language	ongoing performance monitoring of service delivery.
Generic Over-Archiving [applicable to all the above groups]	

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By :Louise Bassett	Date:
Designation: Partnership Delivery Team Leader	7/7/2020
Approved By: Jane Thomas	
Designation: Assistant Director Housing and Communities	
Service Area: Housing and Communities	

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 2536 / 3262 or email equalityteam@cardiff.gov.uk