

Agenda – Y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau

Lleoliad: I gael rhagor o wybodaeth cysylltwch a:
Ystafell Bwyllgora 1 – Y Senedd Naomi Stocks
Dyddiad: Dydd Iau, 21 Mawrth 2019 Clerc y Pwyllgor
Amser: 09.30 0300 200 6222
SeneddCymunedau@cynulliad.cymru

Rhag-gyfarfod (09:15 – 09:30)

- 1 Cyflwyniad, ymddiheuriadau, dirprwyon a datgan buddiannau

- 2 Sesiwn dystiolaeth gyda'r Gweinidog Tai a Llywodraeth Leol mewn perthynas â chysgu ar y stryd yng Nghymru
(9.30 – 11.00) (Tudalennau 1 – 72)
Julie James AC, Y Gweinidog Tai a Llywodraeth Leol
Emma Williams, Dirprwy Gyfarwyddwr, Adran Polisi Tai
Sarah Rhodes, Pennaeth y Gangen Ddigartrefedd, Adran Polisi Tai

Egwyl (11:00–11:10)

- 3 Ymchwiliad i Gynllun y Bathodyn Glas yng Nghymru: Cymhwysra a Gweithredu: sesiwn dystiolaeth 1
(11:10 – 12:10) (Tudalennau 73 – 90)
Miranda Evans, Rheolwr Polisi a Rhaglenni, Anabledd Cymru

- 4 Papurau i'w nodi

- 4.1 Llythyr gan Swyddfa Archwilio Cymru mewn perthynas â'r ymgynghoriad ar y rhaglen waith tair blynedd
(Tudalennau 91 – 98)



4.2 Llythyr gan y Gweinidog Tai a Llywodraeth Leol mewn perthynas â'r Bil Rhentu Cartrefi (Ffioedd etc.) (Cymru)

(Tudalennau 99 – 100)

5 Cynnig o dan Reol Sefydlog 17.42 i benderfynu gwahardd y cyhoedd o weddill y cyfarfod

6 Ymchwiliad i gysgu ar y stryd yng Nghymru: trafod y dystiolaeth a ddaeth i law

(12:10–12:20)

7 Ymchwiliad i Gynllun y Bathodyn Glas yng Nghymru: Cymhwysra a Gweithredu: trafod y dystiolaeth a ddaeth i law

(12:20–12:30)

Mae cyfyngiadau ar y ddogfen hon

Mae'r papur tystiolaeth hwn yn diweddarar'r Pwyllgor ar weithredu'r Cynllun Gweithredu Cysgu Allan, y camau a gymerwyd o ganlyniad i'r argymhellion yn adroddiad y Pwyllgor a diweddiariad ar Dai yn Gyntaf yng Nghymru.

Cyd-destun

Cafodd y cyfrif blynyddol o gysgu allan ar gyfer 2018 ei gyhoeddi fis Chwefror 2019 ac mae i'w weld drwy ddilyn y ddolen ganlynol:

<https://gov.wales/statistics-and-research/national-rough-sleeping-count/?skip=1&lang=cy>

Er ei fod yn dangos bod y ciplun un noson yn llawer is nag yn 2017, mae'r ffigurau'n amrywiol ar draws awdurdodau ac mae'r amcangyfrif 2 wythnos mewn gwirionedd ychydig yn uwch na'r llynedd.

Mae Llywodraeth Cymru wedi darparu £30m yn ychwanegol ar gyfer 2018-19 a 2019-20 i helpu i fynd i'r afael ag ac i atal digartrefedd, gan gynnwys cysgu allan. Mae hyn wedi golygu bod nifer o gynlluniau arloesol ledled Cymru wedi cael help, a bydd yr hyn a ddysgir yn sgil y rhain yn helpu i ffurfio polisi ac yn y diwedd gobeithir y bydd yn cael effaith ar ddiartrefedd yn gyffredinol, ac ar lefelau cysgu allan yn benodol. Mae'n rhy gynnar i ddisgwyl gweld effaith y buddsoddiad a'r prosiectau unigol yn cael eu hadlewyrchu fel newidiadau sylweddol i'r data cysgu allan.

Cynllun Gweithredu Cysgu Allan

Cyhoeddodd Llywodraeth Cymru ei Chynllun Gweithredu Cysgu Allan dwy flynedd ym mis Chwefror 2018. Mae'r cynllun yn disgrifio ymrwymiad Llywodraeth Cymru i leihau ac, yn y pen draw, i roi diwedd ar yr angen i gysgu allan yng Nghymru. Mae'n cynnwys ystod o fesurau penodol i'w cymryd i gyflawni'r nod hwn. Mae'r cynllun yn cael ei ategu gan ymrwymiad clir i ddull ataliol, sy'n canolbwyntio ar yr unigolyn mewn dulliau polisi a deddfwriaethol i fynd i'r afael â digartrefedd.

Er mwyn helpu i atgyfeirio unigolion sy'n cysgu allan at wasanaethau, ac i helpu i godi ymwybyddiaeth y cyhoedd o'r ffordd orau o helpu unigolyn sy'n cysgu allan, darparwyd cyllid ar gyfer ymchwil hyrwyddo i Streetlink, a gychwynnodd ym mis Ebrill 2018. Roedd yr ymgyrch yn cynnwys defnyddio radio, cyfryngau cymdeithasol a phosteri cyhoeddus. Mae'r gwaith yn mynd yn ei flaen i gynllunio ymgyrch arall a fydd yn cychwyn yn fuan. Mae gwaith yn parhau gyda Homeless Link a'r Weinyddiaeth Dai, Cymunedau a Llywodraeth Leol (GDCLIL), i wneud gwelliannau i swyddogaeth swyddfa gefn y system sy'n ategu Streetlink er mwyn ei gwneud yn haws i Awdurdodau Lleol i roi adborth ar atgyfeiriadau. Mae Llywodraeth Leol wedi cychwyn adolygiad o'r gwasanaeth Streetlink, ac rydym wedi bod yn gysylltiedig â'r gwaith i sicrhau mwy o bwyslais ar y defnyddwyr.

Cafodd adroddiad Shelter Cymru 'Yn Gaeth ar y Stryd', a gydgomisiynwyd gan Awdurdodau Lleol Caerdydd, Abertawe a Wrecsam ac a ariannwyd drwy gyllid atal digartrefedd, ei gyhoeddi fis Gorffennaf 2018. Roedd yn amlygu nifer o themâu rheolaidd ym mhrofiadau pobl sy'n cysgu allan gan gynnwys pa mor anodd y gall fod i weithio'ch ffordd drwy systemau, y lefel uchel o anghenion cymorth a thrawma, anawsterau penodol i rai sy'n ceisio adsefydlu ar ôl cyfnodau mewn sefydliadau,

ymdeimlad bod agweddau proffesiynol yn aml yn dangos diffyg ymddiried a'u bod yn gallu bod yn sinigaidd. Ers hynny rydym wedi darparu rhagor o gyllid i Ddinas a Sir Abertawe i weithio â Shelter Cymru ar ymchwil ddilynol, a fydd yn canolbwyntio ar hynt unigolion sy'n cysgu allan yn lleol. Disgwylir y bydd y gwaith wedi'i gwblhau ym mis Mawrth 2019.

Roedd 'Yn Gaeth ar y Stryd', fel yn achos gweithiau ymchwil eraill, yn pwysleisio pwysigrwydd mabwysiadu dull sy'n seiliedig ar drawma, a hybu diwylliant sy'n ymdrechu i ddefnyddio ysbryd ataliol ac i beidio â dilyn llythyren y ddeddf yn unig. Rydym wedi buddsoddi mewn hyfforddiant i sicrhau bod gan weithwyr proffesiynol tai yr wybodaeth a'r modd i weithredu mewn dull sy'n seiliedig ar drawma. Mae hyfforddiant Atal - ACE – seiliedig ar Drawma - Digartrefedd (PATH), a ariannwyd gan Lywodraeth Cymru ac sydd wedi'i ddyfeisio a'i gyflwyno gan Gymorth Cymru wedi'i gyflwyno eisoes i dros 1,000 o weithwyr tai proffesiynol a darparwyr cymorth trydydd sector a thai, cymdeithasau tai ac adrannau tai Awdurdodau Lleol, timau digartrefedd a Chefnogi Pobl. Mae eu hadborth positif yn cael ei gadarnhau gan y gwerthusiad sydd wedi arwain at y penderfyniad i fuddsoddi rhagor eleni. Mae'r ail becyn o hyfforddiant PATH yn cael ei gyflwyno ar hyn o bryd a bydd yn cyrraedd 900 o unigolion eraill.

Rydym hefyd wedi comisiynu hyfforddiant ychwanegol, sy'n cael ei gyflwyno gan Shelter Cymru a'r Rhwydwaith Digartrefedd, ar gyfer staff rheng flaen i'w helpu i gyflawni eu dyletswyddau o dan y ddeddfwriaeth. Yr hyn sy'n bwysig yw bod yr hyfforddiant hwn yn rhoi pwyslais ar ddatblygu dulliau sy'n ymgorffori ysbryd a llythyren y ddeddfwriaeth.

Mae datblygiad y Grant Cymorth Tai'n gyfle i alinio Cefnogi Pobl a'r Grant Atal Digartrefedd yn well ac i roi arweiniad i sicrhau'r defnydd mwyaf effeithiol o adnoddau ac i gydgyssylltu gwasanaethau.

Mae Cyngor Caerdydd wedi cael arian i ddatblygu gwasanaeth mentora gan gymheiriaid i helpu unigolion sy'n cysgu allan. Bydd yr hyn a ddysgir yn sgil y dull a fabwysiadwyd yng Nghaerdydd yn cael ei rannu drwy'r Rhwydwaith Digartrefedd i helpu i gyflwyno mentora gan gymheiriaid ar raddfa ehangach ledled Cymru.

Mae Llywodraeth Cymru wedi ariannu datblygiad papur cyfarwyddyd ar allgymorth cadarnhaol sy'n cael ei ddatblygu gan Gymorth Cymru. Rydym yn disgwyl cael eu drafft ym mis Mawrth. Bydd y papur hwn yn dangos beth sy'n gwneud allgymorth cadarnhaol yn effeithiol a beth yw'r elfennau allweddol ar gyfer darparu gwasanaeth allgymorth cadarnhaol. Mae'r dull yn rhoi pwyslais ar gymorth amlddisgyblaethol sy'n gyson a bwriadus gyda'r prif nod o roi diwedd ar ddigartrefedd. Mae hefyd yn cael ei dreialu ar hyn o bryd gan Awdurdod Lleol Wrecsam gyda chymorth ariannol gan Lywodraeth Cymru.

Mae arian ychwanegol gan Lywodraeth Cymru wedi cael ei ddefnyddio yng Nghaerdydd a Chasnewydd i wella mynediad at lety argyfwng diogel ac i wella trefniadau symud ymlaen. Mae peth o'r arian wedi cael ei ddefnyddio i greu amgylchedd mwy diogel yn yr Huggard ac i gynyddu maint y tîm cymorth yn y lloches nos. Yng Nghasnewydd, defnyddiwyd arian i roi cymorth rhagweithiol i bobl sy'n cysgu allan i symud i lety cynaliadwy.

Pan fydd unigolion digartref yn cytuno, gall cysylltiad lleol fod yn gyfrwng effeithiol i helpu i ddatrys problemau tai. Mae gwaith yn cael ei wneud ar hyn o bryd i ddatblygu canllaw i hybu arferion da yn y defnydd o gysylltiadau lleol ac yr ydym yn disgwyl ei gyhoeddi ar ôl y Pasg. Bydd hyn yn ategu gwaith sy'n cael ei wneud gan y Rhwydwaith Digartrefedd i lunio protocol trosglwyddo ag Awdurdodau Lleol.

Bu Llywodraeth Cymru'n gweithio â'r Rhwydwaith Digartrefedd yn gynnar yn 2018 i sicrhau bod gan bob Awdurdod Lleol gynlluniau tywydd garw ar waith a bod y cynlluniau'n cynnwys pob agwedd ar dywydd garw. Ers hynny mae Rough Sleepers Cymru wedi adolygu'r cynlluniau ac mae adroddiad sy'n nodi arferion gorau ac sy'n argymhell camau i'w cymryd mewn rhai meysydd wedi cael ei lunio. Maent ar hyn o bryd yn sicrhau cytundeb yr holl bartneriaid dan sylw cyn ei gyhoeddi.

Cafodd strategaethau digartrefedd statudol cyntaf yr Awdurdodau Lleol eu cyhoeddi fis Rhagfyr 2018. Mae swyddogion ar hyn o bryd yn adolygu'r strategaethau a byddant yn cynnig adborth drwy rwydweithiau ac i awdurdodau unigol i helpu i ledaenu arferion gorau.

Rydym wedi ymrwymo o hyd i ddiweddarau'r cod ymarfer i sicrhau ei fod yn eglur o ran gweithredu'r ddeddfwriaeth yn effeithiol, gan gynnwys cysylltiad lleol ac anghenion blaenoriaethol. Bydd hefyd yn rhoi sylw i newidiadau angenrheidiol i ddyraniadau a chymhwysedd a bydd yn gyfle i adlewyrchu'r arferion gorau un gan gynnwys yr hyn a ddangosir yn y dull Cam wrth Gam. Ni ellir cwblhau'r gwaith hwn nes bydd ansicrwydd ynglŷn â pholisi mewnfudo a rheoliadau cymhwysedd sy'n deillio o ganlyniadau'r negodiadau ar ymadael â'r UE wedi'u datrys. Yn y cyfamser, mae datblygiad canllaw ar wahân a phenodol ar gysylltiad lleol yn mynd ymlaen ac mae'r hyfforddiant a gomisiynwyd drwy Shelter Cymru yn cynnig cymorth ymarferol i wella ymarfer rheng flaen.

Rydym wedi comisiynu asesiad annibynnol o beth fyddai goblygiadau gwneud newidiadau i angen blaenoriaethol. Mae'n hanfodol ein bod yn deall y canlyniadau'n llawn, y rhai bwriadol ac anfwriadol, cyn penderfynu a oes angen newidiadau. Mae proses dendro agored wedi'i chynnal ac mae swyddogion yn y broses o asesu ceisiadau. Rhagwelir y bydd tîm adolygu yn barod erbyn Ebrill 2019, ac mae disgwyl y cyhoeddir yr adroddiad terfynol yn ystod Ebrill 2020.

Mae Llywodraeth Cymru'n cefnogi prosiect Rhwydwaith Gwybodaeth Digartrefedd ar y Stryd (SHIN). Gan fod y prosiect yn cynnwys nifer o bartneriaid a gwybodaeth bersonol sensitif iawn, rydym ar hyn o bryd yn gweithio â SHIN i sicrhau bod yr holl brotocolau data a chytundebau cyfreithiol cywir yn cael eu dilyn. Ochr yn ochr â hyn rydym hefyd yn cefnogi prosiect ategol i edrych ar yr ymarferoldeb a'r defnydd o ddata unigol ar ddigartrefedd statudol, sy'n cael ei arwain gan Brifysgol Caerdydd.

Yn ogystal â'r gwaith â SHIN a Phrifysgol Caerdydd, mae gwaith yn cael ei wneud hefyd i adolygu a gwella'r ymarferiad casglu data blynyddol. O ganlyniad darparwyd eglurhad pellach o 'ddarpariaeth mynediad uniongyrchol' i oleuo cyfrif 2018, a all fod wedi gwneud i rai Awdurdodau Lleol ddehongli'r diffiniad o welyau argyfwng mewn ffordd ychydig yn wahanol. Ar gyfer ymarferiad Tachwedd 2018, gofynnwyd i Awdurdodau Lleol hefyd i gofnodi manylion am unrhyw fath arall o ddarpariaeth

argyfwng a oedd yn benodol ar gyfer (pobl mewn perygl o) cysgu allan nad oedd wedi eu cofnodi o dan ofod gwelyau argyfwng am nad oeddent yn ddarpariaeth mynediad uniongyrchol.

Mae Llywodraeth Cymru wedi parhau i gydweithio'n glos â'r Ymgyrch End Youth Homelessness a phartneriaid eraill. Rydym yn cydnabod bod mynd i'r afael ag anghenion penodol pobl ifanc sy'n ddigartref yn gofyn am ymagwedd unedig gan wasanaethau ieuencid, gwasanaethau cymdeithasol, addysg, iechyd meddwl, camddefnyddio sylweddau, cyfiawnder ieuencid a gwasanaethau eraill ac mae wedi cyhoeddi cyfres o fesurau traws lywodraethol i adlewyrchu hyn. Mae'r pecyn yn cynnwys £4.8 miliwn ar gyfer Cronfa Arloesi i ddatblygu tai addas ac opsiynau cymorth ar gyfer pobl ifanc.

I hybu ymagwedd gydweithredol ar lefel strategol, cafodd Grŵp Gorchwyl a Gorffen y Gweinidogion ar Ddigartrefedd ei sefydlu yn 2018. Mae'r grŵp yn cynnwys uwch gynrychiolwyr traws sector a thraws portffolio, sy'n cynnwys asiantaethau iechyd, gwasanaethau cymdeithasol a chyfiawnder troseddol, i sicrhau eu bod yn gweithio mewn partneriaeth i gyflawni nodau'r agenda atal digartrefedd. Gwaith y Grŵp yw rhoi cyngor, her a gwybodaeth arbenigol sy'n ymwneud yn benodol â Thai yn Gyntaf a Digartrefedd Ieuencid, a fydd yn helpu i oleuo'r broses i ddatblygu a gweithredu'r meysydd polisi hyn.

Ar lefel ymarferol mae polisi digartrefedd yn cael ei ddatblygu fwyfwy ar lefel draws lywodraethol. Yn ogystal â'r ymagwedd sy'n cael ei mabwysiadu gan Ddigartrefedd Ieuencid lle bydd buddsoddiad sylweddol drwy wasanaethau addysg ac ieuencid, rydym hefyd yn cydweithio'n glos ag iechyd a gofal cymdeithasol i integreiddio polisi ac ymarfer.

Enghraifft ragorol o ymarfer arloesol, cydweithredol ac sy'n canolbwyntio ar yr unigolyn yw Hwb Gofal Cymunedol Wrecsam. Mae'r model arloesol hwn, sydd wedi cael cyllid gan Lywodraeth Cymru, yn mabwysiadu dull sy'n canolbwyntio'n gyfan gwbl ar yr unigolyn i oresgyn rhai o'r rhwystrau rhag darparu gwasanaethau ategol. Mae'r holl bartneriaid allweddol wedi'u cydleoli am un diwrnod yr wythnos, sydd wedi'i neilltuo i helpu'r digartref ac unigolion sy'n cysgu allan yn unig, Mae hwn yn fodel darparu gwasanaethau rydym yn ei hyrwyddo ymhlith Awdurdodau Lleol a Byrddau Iechyd Lleol wrth ddylunio gwasanaethau ar gyfer y grŵp hwn sy'n arbennig o agored i niwed.

Er enghraifft, mae'r lefel uchel o achosion o gamddefnyddio sylweddau ymhlith rhai sy'n cysgu allan yn ddigon hysbys. Gan adeiladu ar y cynnydd a wnaethpwyd yn sgil Cynllun Cyflawni Camddefnyddio Sylweddau 2016-18 rydym yn awr yn gweithio ar lefel draws lywodraethol i ddiweddarau'r Fframwaith Cymorth a Thriniaeth ar gyfer Pobl â Phroblemau Llety ac sy'n Camddefnyddio Sylweddau.

Mae Llywodraeth Cymru hefyd yn datblygu cynllun cyflawni newydd 'Law yn Llaw at Iechyd Meddwl' ac mae'n gweithio ar draws portffolios i sicrhau ei fod yn rhoi sylw digonol i anghenion rhai sy'n ddigartref neu sy'n cysgu allan.

Mae Llywodraeth Cymru'n dal i chwilio am ffyrdd o ganfod, rhannu a hyrwyddo arferion gorau; er enghraifft drwy ein gwaith â Rough Sleepers Cymru a phartneriaid

eraill a thrwy ein cefnogaeth i symposiwm digartrefedd Cymorth Cymru ym mis Tachwedd 2018, a oedd yn canolbwyntio ar gysgu allan ac a oedd yn gweithredu fel fforwm i rannu arferion gorau.

Bywyd ar y Strydoedd

Mae llawer o'r argymhellion a gafwyd yn 'Life on the Streets' yn cyd-fynd â'r camau sy'n cael eu cymryd o dan y Cynllun Gweithredu Cysgu Allan. Mae'r adran hon o'r papur yn ymdrechu i ddisgrifio camau i weithredu ar yr argymhellion hynny lle nad yw cynnydd wedi'i ddisgrifio eisoes uchod.

O ran argymhelliad 4 y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau, gan dderbyn canfyddiadau Adroddiad Glyndwr rydym wedi cynyddu'r cyllid sydd ar gael i brosiectau Prison Link Cymru yn y Gogledd a'r De. Mae'r gwaith hwn yn canolbwyntio'n bennaf ar gadw llety tra bydd rhywun yn y carchar. Hefyd, mae cymorth i rai sy'n gadael carchar yn elfen allweddol o'r hyfforddiant diweddarau Cymru gyfan sy'n cael ei ddarparu i swyddogion digartrefedd rheng flaen. Rydym hefyd wedi cael trafodaethau rheolaidd â'r Weinyddiaeth Gyfiawnder a Gwasanaeth Carchardai a Phrawf Ei Mawrhydi (HMPPS). Mae Llywodraeth Cymru wedi cytuno i gydariannu cyfres o swyddi Cydlynwyr Llwybr Llety i godi ymwybyddiaeth o, ac i sefydlu'r Llwybr Cenedlaethol ymhellach. Bydd y Weinyddiaeth Gyfiawnder a HMPPS hefyd yn aelodau allweddol o'r Grŵp Gorchwyl a Gorffen newydd yr ydym yn ei sefydlu i edrych ar ffyrdd eraill o hwyluso'r newid o garchar yn ôl i'r gymuned.

Rhoddir ystyriaeth i'r angen ac i ymarferoldeb trefniadau cyllido amgen fel y nodwyd yn argymhelliad 6 yng nghyd-destun ystyriaethau ehangach ynglŷn â dyfodol angen blaenoriaethol o gofio'r berthynas rhwng angen blaenoriaethol a chysylltiad lleol. Mae datblygiad y Grant Cymorth Tai hefyd yn gyfle unigryw i ddatblygu ffrwd cyllido newydd i helpu i roi pwyslais strategol clir ar atal a mynd i'r afael â digartrefedd. Mae'r trefniadau grant sengl yn gwarchod y lefel sylweddol o gyllid rydym wedi ymrwymo iddo ac mae'n galluogi ymatebion hyblyg ac arloesol i gael eu datblygu i roi sylw i'r materion amlweddol sy'n achosi digartrefedd.

Fel y nodwyd mewn ymateb i argymhelliad 11 o Adroddiad y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau, mae Llywodraeth Cymru wedi adolygu data ar nifer y dyraniadau i aelwydydd digartref gan landlordiaid cymdeithasol. Rydym hefyd wedi comisiynu ymchwil i feddiant a throi allan, a disgwylir adroddiad ar hyn ym mis Mai 2019. Bydd yr adroddiad hwn yn sail i'n gwaith sy'n cael ei wneud ag Arweinyddiaeth Tai Cymru i sefydlu a rhannu ymarfer gorau wrth ddarparu gwasanaethau cymorth. Gellir wedyn targedu'r gwasanaethau hyn at yr aelwydydd mwyaf bregus, gan eu galluogi i aros yn eu llety.

Yn ychwanegol at argymhelliad 12 yn Adroddiad y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau daw'n fwyfwy amlwg bod Awdurdodau Lleol yn cyflawni eu dyletswyddau o dan ran 2 o Ddeddf Tai (Cymru) 2014 drwy ddod o hyd i lety yn y sector rhentu preifat (PRS). Cafodd dros 3,200 o achosion eu trosglwyddo i'r PRS drwy gymorth a gafwyd o dan y Ddeddf yn 2017-18. Mae Llywodraeth Cymru'n cydnabod pwysigrwydd cynyddu mynediad i'r sector hwn.

Rydym wedi ymgysylltu â landlordiaid a rhanddeiliaid i ddod o hyd i ffactorau a all atal pobl agored i niwed yn fwyaf penodol rhag gwneud hynny. Mae'r rhain yn cynnwys pryderon y gallai cyflwyno Credyd Cynhwysol gynyddu'r tebygrwydd o ôl-ddyledion rhent yn ogystal ag amodau morgeisi ac yswiriant cyfyngol a allai ei gwneud yn anodd i rentu o gwbl i denantiaid ar fudd-daliadau sy'n gysylltiedig â thai. Awgrymwyd hefyd fod y cymorth mae awdurdodau lleol ac eraill yn ei roi i denantiaid yn gallu bod yn anghyson. Mae swyddogion wedi bod mewn cysylltiad â UK Finance i edrych ar y materion sy'n gysylltiedig ag amodau morgeisi ac mae gwaith yn cael ei wneud i ddatblygu ffordd newydd bosibl o gael mynediad at eiddo PRS ar gyfer aelwydydd agored i niwed.

Rydym wedi cefnogi 'Drysau Agored', prosiect sydd wedi ennill gwobrau sy'n cael ei reoli mewn partneriaeth â Thai Pawb a'r Gymdeithas Landlordiaid Preswyl sy'n grymuso landlordiaid a thenantiaid i leihau achosion o anghydraddoldeb a gwahaniaethu yn y sector. Mae deunyddiau sy'n cael eu cynhyrchu gan y prosiect, fel canllawiau neu gymorth i helpu i fyw'n annibynnol, yn cael eu lletya ar wefan Rentu Doeth Cymru ac mae'r gwaith wedi bod yn sail i hyfforddiant gorfodol ar gydraddoldeb ac amrywiaeth ar gyfer landlordiaid trwyddedig ac asiantau.

Rydym hefyd wedi cyflwyno'r Bil Rhentu Cartrefi (Ffioedd Etc.) (Cymru) i'r Cynulliad. Mae'r Bil yn cydnabod bod perygl i PRS nad yw'n gweithredu'n effeithiol gynyddu lefelau digartrefedd drwy gau allan yn ariannol rai na allant fforddio i fanteisio ar y farchnad rhentu preifat, oherwydd costau uchel. Mae'n ymdrechu i ddatrys hyn drwy wahardd ystod o ffioedd sydd ar hyn o bryd yn cael eu codi ar denantiaid.

Yn dilyn y penderfyniad i greu Grant Cymorth Tai a phenderfyniad Llywodraeth y DU i beidio â datganoli cyllid ar gyfer llety cymorth tymor byr, mae gennym y sefydlogrwydd cyllido roedd y Pwyllgor am ei weld drwy argymhelliad 27. Mae Llywodraeth Cymru'n cydweithio â rhanddeiliaid i ddatblygu'r grant newydd sy'n gyfle unigryw i symleiddio ein prosesau ac i sicrhau bod cyllid yn hwyluso cynllunio strategol ar y lefel leol.

Mae adnoddau digonol fel y nodir yn argymhelliad 29 yn hanfodol ac mae Llywodraeth Cymru'n cyflenwi'r cyllid ychwanegol sydd ei angen i gael effaith wirioneddol. Mae'r gyllideb ar gyfer y Grant Cymorth Tai yn 2019-20 yn £126.763m, sy'n cynnwys Cefnogi Pobl, Atal Digartrefedd a gorfodi Rhentu Doeth Cymru. Mae hyn yn ychwanegol at y £5.9 miliwn a ddefnyddir i gynorthwyo prosiectau atal digartrefedd sy'n cael eu hariannu'n ganolog a'r £10m a ddyrannwyd ar gyfer digartrefedd ieuenctid.

Tai yn Gyntaf

Mae adborth gan brosiectau Tai yn Gyntaf a ddechreuodd ddiwedd 2017-18 yn dangos bod llawer yn gweithredu *rhai* o egwyddorion Tai yn Gyntaf, ond nid pob un. Er eu bod o ran natur yn rhai tymor byr, mae'r prosiectau wedi dangos peth llwyddiant wrth gael pobl i mewn i lety ac maent yn cadarnhau'r farn bod lle i Dai yn Gyntaf ac i brosiectau sy'n cael eu harwain gan dai neu brosiectau ailgartrefu cyflym.

Mae'r adborth hefyd yn awgrymu nad yw Awdurdodau Lleol yn llawn sylweddoli maint yr her o roi prosiect Tai yn Gyntaf ar waith, un sy'n cyflawni'r set gyflawn o

egwyddorion. Un prosiect a oedd yn amlwg yn cyflawni'r holl egwyddorion Tai yn Gyntaf oedd prosiect a oedd yn cael ei redeg gan Fyddin yr Iachawdwriaeth yng Nghaerdydd, sydd bellach wedi cael ei ymgorffori yn y prosiect Cardiff Trailblazer.

Gan adeiladu ar y cynlluniau peilot cynnar, rydym yn awr wedi sefydlu cronfa Trailblazer Tai yn Gyntaf. Y syniad yw y bydd cam peilot newydd ar gyfer Tai yn Gyntaf dros gyfnod o 18 mis o leiaf yn ein galluogi i gael sail dystiolaeth gadarn o brosiectau a fydd yn cyflawni holl egwyddorion Tai yn Gyntaf. Bydd y dull Trailblazer hefyd yn creu cyfleoedd i roi prawf ar ffyrdd newydd o weithio mewn partneriaeth â gwasanaethau eraill fel iechyd meddwl a chamddefnyddio sylweddau i helpu i'w cyflwyno'n ehangach yn y dyfodol.

Erbyn diwedd Chwefror, roedd pedwar prosiect Trailblazer wedi'u cymeradwyo a fydd yn golygu bod Tai yn Gyntaf yn gweithredu yn ardal pum Awdurdod Lleol (Caerdydd, Conwy a Sir Ddinbych, Merthyr Tudful a Rhondda Cynon Taf).

Mae'r prosiectau arloesol hyn yn ychwanegol at brosiectau sy'n cael eu datblygu (neu sy'n cael eu rhedeg eisoes) yn fewnol gan Awdurdodau Lleol Abertawe, Gwynedd, Pen-y-bont ar Ogwr a Cheredigion. Hefyd, mae'r Wallich wedi bod yn rhedeg prosiect uchel ei barch yn Ynys Môn ers 2014, ac mae'r Wallich yn cydweithio'n glos â'r Rhwydwaith Tai yn Gyntaf a'r Awdurdod Lleol i sicrhau bod y prosiect hwn yn cyflawni holl egwyddorion Tai yn Gyntaf.

Gyda chymorth Llywodraeth Cymru, mae Cymorth Cymru wedi sefydlu **Rhwydwaith Tai yn Gyntaf**, sy'n cael ei gadeirio gan Crisis. Mae Cadeirydd y Rhwydwaith yn aelod o Grŵp Gorchwyl a Gorffen y Gweinidogion ar Ddigartrefedd, i sicrhau bod eu gwaith yn cyfrannu at y Grŵp Gorchwyl a Gorffen, ac yn cael ei oruchwylio ganddo.

Er mwyn hyrwyddo teyrngarwch i'r model, mae'r Rhwydwaith wedi datblygu **rhestr wirio hunan asesu cofrestru** deg pwynt sy'n rhan o broses ymgeisio Trailblazer Tai yn Gyntaf. Mae'r ffurflen gofrestru'n cynnwys yr egwyddorion allweddol ac mae'n cynnwys templed sgorio i asesu teyrngarwch y prosiect i fodel Tai yn Gyntaf model.

Mae manyleb yn y broses o gael ei llunio i **werthuso** Tai yn Gyntaf yng Nghymru. Bydd y gwerthusiad yn cynnwys prosiectau sy'n cael eu hariannu gan Lywodraeth Cymru, gan gynnwys y prosiectau cyntaf i gael eu hysgogi gan dai, a'r rhai sy'n cael eu datblygu'n annibynnol. Bydd yn rhoi pwyslais ar ganfod y gwelliannau sydd wedi'i gwneud i lety'r client, iechyd a llesiant yn ogystal â'r effaith o ran y galw am wasanaethau eraill. Mae'r amserlen bresennol yn amcangyfrif y bydd y prosiect yn cychwyn yn 2019 gyda golwg ar adrodd canfyddiadau cynnar yn 2020.

Fel rhan o werthusiad cafodd adolygiad bwrdd gwaith o dystiolaeth ryngwladol bresennol a fyddai'n cymharu modelau "crynhoi" a "gwasgaredig" ei gynnal; fodd bynnag, rydym yn teimlo y byddai'r model gwasgaredig yn diwallu anghenion pobl sy'n cysgu allan yng Nghymru'n well.

19th February 2019

Our vision

Everyone in Wales should have a decent and affordable home: it is the foundation for the health and well-being of people and communities.

Mission

Shelter Cymru's mission is to improve people's lives through our advice and support services and through training, education and information work. Through our policy, research, campaigning and lobbying, we will help overcome the barriers that stand in the way of people in Wales having a decent affordable home.

Values

- Be independent and not compromised in any aspect of our work with people in housing need.
- Work as equals with people in housing need, respect their needs, and help them to take control of their lives.
- Constructively challenge to ensure people are properly assisted and to improve good practice.

Introduction

Shelter Cymru welcomes the opportunity to provide evidence on the progress made towards implementing the Welsh Government's Rough Sleeping Action Plan. We welcome the aims of the plan and particularly the intention to end the need for people to sleep rough. We do have concerns that it is difficult to assess the progress made on the strategy as it is somewhat vague in parts and lacks tangible outcomes and actions. We feel that there is little evidence to suggest any of the actions have yet had a significant impact on the number of people of sleeping rough. In our experience the solutions being offered to people are broadly the same as those a year ago, with the exception of a small number of Housing First projects having been launched in the last year.

To successfully tackle rough sleeping there needs to be a shift away from traditional models and a leap towards rapid rehousing, flexible support and Housing First, with the principles of Housing First being embedded at every level of and type of accommodation. There is robust international evidence which shows that this is what

works. The emphasis needs to be on getting people into permanent homes with support as soon as possible, rather than pushing everybody through the hostel system.

In order to achieve this we strongly recommend a feasibility study of an All Wales Housing First programme to calculate the costs and benefits of implementing Housing First at scale. We also recognise the structural issues impacting on rough sleeping and urge the Welsh Government strategy to focus on increasing access to affordable, permanent homes and to support local authorities to focus on the structural barriers to housing as well the individual.

We welcome the focus on assertive outreach but stress that this is only appropriate if services are able to offer suitable and appropriate accommodation. To implement assertive outreach with only an offer of floor space, pod or emergency bed is unethical and unfair. We would call for an end to the use of floor space as we repeatedly hear that this is not what people want or need. Floor space should not in our view be described as 'accommodation'.

Our research found that people who are sleeping rough struggled to access housing advice and assistance. We heard of the difficulties they faced trying to make a homelessness application, gather and present evidence and follow their case through the system. As such we have established a new street advocacy service which aims to ensure people are able to navigate the system and get the help that they are legally entitled to.

We urge the Welsh Government to ensure that local authorities are listening to the views and experiences of people sleeping rough and the organisations that work with them and value and act upon these. We cannot end rough sleeping if we are not offering the right help, and we cannot know what is the right help if we do not listen to the people who need it.

Going forward we welcome the review of priority need, the consideration of devolving administrative powers over welfare reform and the affordable housing review, and hope that these pieces of work will lead to reductions in the numbers of people forced to sleep rough in Wales.

Evidence to Equality, Communities and Local Government Committee –
ministerial scrutiny session on the rough sleeping action plan
March 2019

About Crisis

Crisis is the national charity for homeless people. We work in England, Scotland and Wales providing support for homeless people and campaigning for change. Our team in South Wales provides education, training and support for homeless people. We carry out research to understand homelessness in Wales and campaign for the changes needed to end it for good.

Summary

The ongoing need for anyone to sleep rough on the streets of Wales – and the UK as a whole - indicates an unacceptable societal failure. Recent homelessness projection figures for Crisis suggest that the scale of rough sleeping and some other forms of homelessness has worsened over the past decade. However, Crisis has set out how homelessness can be ended for good in the three nations of Great Britain by governments taking the right policy choices – in our report *Everybody In: how to end homelessness in Great Britain*.¹ There are specific challenges in Wales in relation to rough sleeping, but there are also significant opportunities for the new Welsh Government leadership to take a lead in ending it, drawing on the best evidence about what works.

Contents

- Crisis' suggestions for areas of enquiry (page 2)
- Scale of rough sleeping and sleeping in cars, tents and on public transport (pages 2-3)
- Commitment to targets to end rough sleeping as a first step to ending all common forms of homelessness through prevention and rapid rehousing (pages 3-4)
- Measures to increase access to housing and support (page 4)
- The review of priority need (page 6)
- Enhanced measures to prevent homelessness from state institutions (page 6)
- Scaling-up the Housing First approach for people with complex needs (page 7)
- How the Minister intends to lead a more constructive public discussion on rough sleeping and homelessness (pages 7-8)
- Definition of 'core homelessness' and corresponding numbers for rough sleeping and sleeping in cars, tents and public transport (pages 10-11)

¹ Downie, M., Gousy, H., Basran, J., Jacob, R., Rowe, S., Hancock, C., Albanese, F., Pritchard, R., Nightingale, K. and Davies, T. (2018) *Everybody In: How to end homelessness in Great Britain*. London: Crisis. <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/international-plans-to-end-homelessness/everybody-in-how-to-end-homelessness-in-great-britain-2018/>

Crisis' suggestions for areas of enquiry

1. The Minister's views on improving the current ways we measure rough sleeping.
2. If the Minister will make steps to commit to a target date for ending rough sleeping as the first step towards ending homelessness more generally through prevention and rapid rehousing.
3. If the Minister will ensure that she will consider the housing needs of people affected by homelessness as part of her response to the affordable housing supply review.
4. In advance of the priority need review reporting, what steps the Minister is considering to relax priority need tests for groups identified in the committee's recommendations last year as a step towards abolishing it entirely.
5. If the Minister has discussed a 'duty to prevent' with ministerial colleagues as a way to help prevent homelessness from state institutions, such as prisons, hospitals, and the care system, and the impact that homelessness has on those policy areas.
6. How the Minister plans to change commissioning arrangements to help scale-up Housing First, including longer commissioning terms to aid planning and working beyond housing, especially with health.
7. If the Minister has reflections on the current state of discussion about rough sleeping and homelessness in Wales and how Welsh Government will encourage a more humane debate on homelessness, focused on solutions and the dignity of those affected.

1. Scale of rough sleeping and sleeping in cars, tents and on public transport

Research commissioned by Crisis, and undertaken by Heriot-Watt University, shows that between 2012 and 2017 the number of people sleeping rough in Wales increased by 75% and the number sleeping in cars, tents and on public transport increased by 50%.

This research includes updated figures for 2017 from a wider dataset of 'core homelessness' figures, which also includes other common forms of homelessness, such as being in unsuitable temporary accommodation, sofa surfing, and people in shelters and refuges. Core homelessness refers to households who are considered homeless at any point in time due to the most acute forms of homelessness (or living in short-term or unsuitable accommodation).²

² Bramley, G. (2017) Homelessness projections: Core homelessness in Great Britain, London: Crisis. <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/types-of-homelessness/homelessness-projections-core-homelessness-in-great-britain-2017/>

See full definition of core homelessness and the data table for rough sleeping and sleeping in cars, tents and public transport at the end of this paper.

Crisis' research is based on the trends observed through the rough sleeping count but looks to provide a more comprehensive picture by using multiple data sources. The analysis uses a technique which calculates the number of people experiencing different types of homelessness on any one night during the year, so it differs from the rough sleeper counts that are conducted over single points in time in the winter.

The research uses wider data sources and so it identifies those people who are missing from the count numbers. For each household or individual captured in the dataset by year we know the duration of their homelessness and the average time they have experienced each type of homelessness (including rough sleeping and sleeping in cars, tents and public transport). For example, someone may have experienced both rough sleeping and living in a hostel in any given year. In capturing this information the analysis is able to remove double counting from the figures and therefore the research presents a point in time figure for any given night in each year.

The estimate for the number of people living in cars, tents and public transport are based on levels of rough sleeping in Great Britain and has been calculated in relation to a study by Anna Clarke et al (2015) estimating the scale of youth homelessness.³ This research estimated that the number who reported staying in cars, tents or public transport was approximately double the number reporting core rough sleeping (i.e., streets, parks, car parks), but the average duration was around half that estimated for core rough sleeping from other sources and therefore the stock or point-in-time figure is similar to rough sleeping levels.

2. Commitment to targets to end rough sleeping as a first step to ending all common forms of homelessness through prevention and rapid rehousing

Crisis believes the Welsh Government's action plan is missing an overarching target date by which Welsh Government would like to see an end to rough sleeping as a step towards ending other common forms of homelessness through effective prevention and rapid rehousing.

³ Clarke, A., Burgess, G., Morris, S. and Udagawa, C. (2015) Estimating the scale of youth homelessness in the UK: Final report. Cambridge Centre for Housing and Planning Research, https://www.cchpr.landecon.cam.ac.uk/Projects/Start-Year/2014/Estimating-the-scale-of-youth-homelessness-in-the-UK/Report/copy_of_Full-Report

There is a strong link between rough sleeping and other forms of homelessness: people often experience other forms of homelessness before becoming street homeless; and around half of people who are homeless have three or more experiences of being homeless.⁴ These other forms include being trapped in temporary accommodation without a plan to move on, sofa-surfing, or leaving state institutions to no fixed address.

Crisis recommends Welsh Government makes a commitment to end all forms of homelessness as a matter of urgency and to put in place an action plan to deliver on this commitment. Crisis' plan to end homelessness showed how governments can make homelessness rare, brief and non-recurring and included an inclusive definition of 'homelessness' that is wider than just the visible forms, such as rough sleeping. Homelessness is made rare through effective homelessness prevention. We cannot prevent all cases of homelessness but when people lose their homes they need a rapid rehousing approach (homelessness is brief) to get into safe and secure accommodation in houses/flats in ordinary communities with the right kind of support that enables people to sustain their accommodation (homelessness is non-recurring).

The Welsh Government action plan identifies as a "long-term objective" ending the need for people to sleep rough. This plan overlaps with the end of the ten-year homelessness plan (2009-2019) that brought about many advances, including the prevention approach that has inspired similar work in England.

This is an urgent challenge. Committee members will be aware of the recent, visible increases in rough sleeping and other street-based activity. We know from evidence that people rough sleeping can be at risk of earlier death than the wider population⁵, can suffer greater harm to their health, and are much more likely to be victims of anti-social behaviour than the general public.⁶

There is very strong international evidence that one of the features of a successful rough sleeping support system is swift action to prevent or quickly end street homelessness through rapid rehousing. This reduces the number of people sleeping rough who develop complex needs or become entrenched in the situation.⁷ Crisis would like to see Welsh Government leading the system change needed to bring about a rapid rehousing approach along with homelessness prevention that reduces the number of people and households needing rehousing in the first place.

⁴ Mackie, P. & Thomas, I. (2014) Nations apart? Experiences of single homeless people across Great Britain. London: Crisis.

⁵ Office of National Statistics (2018) Deaths of homeless people in England and Wales: 2013 to 2017. Office of National Statistics: London

⁶ Thomas, B (2012), Homelessness Kills. Crisis: London.

⁷ Mackie, P., Johnsen, S., and Wood, J. (2017) Ending rough sleeping: what works? An international evidence review. Crisis: London

3. Measures to increase access to housing and support

Responding to the latest rough sleeping count figures, the Minister for Housing and Local Government, Julie James AM, said there was a need for “strategies to get people into decent, secure accommodation as fast as possible and not the temporary fixes that we know don’t work”.⁸ Crisis agrees with this rapid rehousing aim and would like to see plans brought forward as soon as possible to realise the aim.

The affordable housing supply review will be a key moment for Welsh housing and homelessness policy as the supply of good quality homes in a range of areas, with a choice of tenure types, is one of the foundations of reducing and ending homelessness through prevention and rapid rehousing. Housing supply is an issue that is going beyond party political boundaries with policy papers and strategies from Welsh Conservatives⁹ and Plaid Cymru consulting¹⁰ as well as the current Welsh Government review. We are pleased to see this, given the long-term nature of the solutions needed to address the housing backlog in Wales.

There is widespread evidence that Wales (and other parts of the UK) need many more homes at social rent levels. Crisis’ evidence is that building 4,000 social rent homes a year for 15 years will meet the backlog of housing need for people at risk of or experiencing homelessness and for people on lower incomes (Wales also needs housing for other types of tenure, such as private rented sector).¹¹

4. The review of priority need

The current priority need tests are barriers for people who are deemed ineligible for rehousing. Crisis recommends Welsh Government brings about the vision of every person being provided with the housing support they need – whether to prevent their homelessness or to rapidly rehouse them if they do become homeless. Priority need is a barrier to achieving this, so Crisis recommends it is phased out for all people in line with the committee’s recommendations in the report, *Life on the Streets: preventing and tackling rough sleeping in Wales* (2018). Scotland abolished priority need in stages and, while only part of the solution, it would make a significant difference in preventing and ending homelessness.

⁸ Full citations on Crisis website, <https://www.crisis.org.uk/ending-homelessness/rough-sleeping/rough-sleepers-and-complex-needs/>

⁹ Welsh Conservatives (2018), *Housing a Nation* https://www.welshconservatives.com/sites/www.welshconservatives.com/files/2018-12/Housing_a_Nation.pdf

¹⁰ Plaid Cymru (2019), *Housing Supply for the Future*, https://www.partyof.wales/housing_cartrefi

¹¹ Bramley, G. (2018) *Housing supply requirements across Great Britain for low income households and homeless people*. London: National Housing Federation and Crisis, <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/housing-models-and-access/housing-supply-requirements-across-great-britain-2018/>

5. Enhanced measures to prevent homelessness from state institutions

There is still a lot of evidence that people are becoming homeless on leaving state institutions in Wales, despite the existence of agreed pathways for groups such as people leaving prison.

The Independent Monitoring Board of HMP Cardiff found the “lack of accommodation on release was a major concern within the resettlement process” and that this was both “inhumane” and a “major factor in reoffending”.¹² Welsh Government’s own evaluation of homelessness services to adults in the secure estate found variation in practice and evidence of different public services not cooperating effectively to prevent homelessness.¹³ WLGA’s analysis of the 2018 rough sleeping count mentions the need to improve provision.¹⁴

Crisis recommends Welsh Government establish a ‘duty to prevent’ all individuals at risk of homelessness to housing services and for the duty to rest with public bodies beyond housing. A ‘duty to refer’ people at risk to housing services exists in England as part of the Homelessness Reduction Act, which the Housing (Wales) Act inspired.¹⁵

Welsh Government should also explore the potential of using Critical Time Intervention, which is a model designed to prevent homelessness for people with mental illness, following discharge from hospitals, shelters, prisons and other institutions. The Social Care Institute for Excellence says:

“This transitional period is one in which people often have difficulty re-establishing themselves in stable housing with access to needed support. Critical Time Intervention works in two main ways: by providing emotional and practical support during the critical time of transition and by strengthening the individual’s long-term ties to services, family, and friends. Ideally, workers who have established relationships with clients during their institutional stay to deliver post-discharge assistance.”¹⁶

¹² Independent Monitoring Board (2019), Annual Report – HMP Cardiff, <https://s3-eu-west-2.amazonaws.com/imb-prod-storage-1ocod6bqky0vo/uploads/2019/02/Cardiff-2017-18-pub.-Feb-2019.pdf>

¹³ Madoc-Jones, I., Hughes, C., Dubberley, S., Gorden, C., Washington Dyer, K., Wilson, F., Ahmed, A., Lockwood, K., Wilding, M. (2018), Evaluation of homelessness services to adults in the secure estate. Welsh Government. <https://gov.wales/docs/caecd/research/2018/180627-evaluation-homelessness-services-adults-secure-estate-en.pdf>

¹⁴ WLGA (2019), Analysis of 2 week National Rough Sleeper Count Questionnaires November 2018, <https://www.wlga.wales/SharedFiles/Download.aspx?pageid=62&mid=665&fileid=2182>

¹⁵ For more on the development of the duty in England see Jacob, R. (2018) Preventing homelessness: It’s everybody’s business. London: Crisis. <https://www.crisis.org.uk/about-us/the-crisis-blog/preventing-homelessness-it-s-everybody-s-business/>

¹⁶ Social Care Institute for Excellence (2018) A rapid evidence assessment of what works in homelessness services, London: Crisis, <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/services-and-interventions/a-rapid-evidence-assessment-of-what-works-in-homelessness-services-2018/>

6. Scaling-up the Housing First approach for people with complex needs

A review for Crisis found that the evidence for Housing First is both “exceptionally strong” and “far stronger than is true of any other housing-related intervention targeting rough sleepers”.¹⁷ Housing First works for people with high and complex needs to help them access long-term, high quality support for as long as they need while living in ordinary, permanent housing. The consensus is that it works for people where no other housing approach has worked or is likely to work. Housing First is just one form of the ‘rapid rehousing’ approach, along with other measures, such as Critical Time Interventions, which are considered above.

Estimates for Crisis say that scaling up Housing First would involve placements for somewhere between 600 and 1,100 people (lower and higher estimates respectively).¹⁸ Crisis is a member of the Wales Housing First Network and has been involved in implementing the Welsh Government action plan’s measure to ensure Housing First’s principles are adhered to in the implementation of the approach. The priority for Welsh Government, local authorities, and other partners should be to scale up the approach as quickly as is practical while retaining the agreed national principles for Housing First.

To achieve this, we need to re-think commissioning practices. Housing First requires a different way of delivering services to people with complex needs who are homeless. It is effective but takes time and is a longer-term commitment that requires much more secure and long-term funding arrangements. The outcomes rely on the security of housing and a broad range of support services that are flexible and responsive to the person.

7. How Welsh Government will encourage a more humane debate on homelessness, focused on solutions and the dignity of those affected

Under the ‘support’ actions the Welsh Government plan says it would be: *“Promoting a positive message to the public about the best way to help a rough sleeper, and raise awareness of the difference between street based activity and those who are actually homeless. (From October 2018)”*¹⁹

As our own evidence shows, this is important not just for human dignity but for the public and policymakers to understand the causes and solutions to homelessness. At the moment, the public generally does not think about homelessness in terms of broader policies and trends and thinks of homelessness as shaped by the homeless person’s circumstances, character and choices rather

¹⁷ Mackie, P., Johnsen, S., and Wood, J. (2017) Ending rough sleeping: what works? An international evidence review. Crisis: London, p.xi

¹⁸ Blood, I., Goldup, M., Peter, L. and Dulson, S. (2018) Implementing Housing First across England, Scotland and Wales. Imogen Blood & Associates. London: Crisis and Homeless Link

¹⁹ Welsh Government (2018), Rough sleeping action plan

than factors like the shortage of affordable homes or delays in receiving support.²⁰ We also know from polling evidence for Crisis that while 81% of the Welsh public was worried about homelessness and over half (57%) feel angry, upset or frustrated about homelessness across Britain.²¹

Crisis is very concerned about the state of discussion in the public domain about rough sleeping and wider homelessness. We worked late last year with Shelter Cymru to jointly publicise our concerns.²² Particularly, we are concerned that the discussion can miss the causes and solutions of homelessness; and the value and human dignity of people forced to sleep rough have not been respected, including by some people in positions of authority. There are some good examples of media coverage²³ but also some bad examples, including:

- Many references in media headlines and coverage to 'the homeless' as a type/class of person.
- Dehumanised discussion about 'homeless tents' (rather than people).
- Senior local elected politicians talking about sleeping rough as a 'lifestyle choice'²⁴ or saying individual rough sleepers are responsible for their situation by saying there is 'no need' to sleep rough.
- Campaigns, backed by local authorities, that use potentially misleading imagery and messages about individuals on the streets and aim to discourage the public from giving to or engaging with people on the streets. These include the 'diverted giving' schemes in Cardiff, Swansea, Newport and Neath Port Talbot.

Crisis would like to see Welsh Government challenging individuals and organisations who talk about people affected by homelessness in this way and to work with the housing and homelessness sectors, media and public on reframing the debate about ending homelessness to ensure respect for all people affected and constructive, solution-focused discussion that includes those who have experience of homelessness as key partners.

²⁰ O'Neil, M., Gerstein Pineau, M., Kendall-Taylor, N., Volmert, D., Stevens, A. (2017) Finding a Better Frame: How to Create More Effective Messages on Homelessness in the United Kingdom. FrameWorks Institute.

²¹ Crisis (2018), Over three-fifths of people across Wales feel powerless to help homeless people, new survey shows, <https://www.crisis.org.uk/about-us/media-centre/public-feels-powerless-to-help-homeless-people/>

²² Crisis and Shelter Cymru (2018), Call for councils to change their approach to begging, <https://www.crisis.org.uk/about-us/media-centre/crisis-and-shelter-cymru-call-for-councils-to-change-begging-approach/>

²³ WalesOnline (5 February 2019), The complex set of reasons why homelessness in Wales is more visible than ever, <https://www.walesonline.co.uk/news/politics/complex-set-reasons-homelessness-wales-15769048>

²⁴ BBC Wales News online (5 May 2018), Cardiff rough sleepers are making 'lifestyle choices', <https://www.bbc.co.uk/news/uk-wales-south-east-wales-44012807>



Contact details

Nick Morris, Policy & Communications Manager
policy@crisis.org.uk or 01792 674900



Core homelessness definition

- Rough Sleeping
- Sleeping in tents, cars, public transport
- Squatting (unlicensed, insecure)
- Unsuitable non-residential accommodation e.g. 'beds in sheds'
- Hostel residents
- Users of night/winter shelters
- Domestic abuse survivor in a refuge
- Unsuitable temporary accommodation (which includes bed and breakfast accommodation, hotels etc.
- 'Sofa Surfing' – staying with others (not close family), on short term/insecure basis/wanting to move, in crowded conditions (this does not include students)

Source: Bramley, G. (2017) Homelessness projections: Core homelessness in Great Britain, London: Crisis

Number of people estimated to be sleeping rough or in cars, tents and public transport across GB and its nations, 2010-17

		2010	2011	2012	2013	2014	2015	2016	2017	% change: 2012-17	% change: 2016-17
GB	Rough Sleepers	5,100	6,150	6,200	7,250	7,250	9,150	10,250	12,300	98%	20%
	Car, tent, p t	4,850	5,850	5,900	6,900	6,950	8,850	9,950	11,950	103%	20%
England	Rough Sleepers	4,000	5,000	5,000	6,000	6,000	8,000	9,000	11,000	120%	22%
	Car, tent, p t	4,000	5,000	5,000	6,000	6,000	8,000	9,000	11,000	120%	22%
Wales	Rough Sleepers	250	250	200	250	250	300	300	350	75%	17%
	Car, tent, p t	250	200	200	200	250	250	300	300	50%	0%
Scotland	Rough Sleepers	850	900	1,000	1,000	1,000	850	950	950	-5%	0%
	Car, tent, p t	600	650	700	700	700	600	650	650	-7%	0%

Source: Bramley, G. (2017) Homelessness projections: Core homelessness in Great Britain, London: Crisis²⁵

²⁵ Plus updated figures in Crisis (2018) 'More than 24,000 people facing Christmas sleeping rough or in cars, trains, buses and tents, Crisis warns', <https://www.crisis.org.uk/about-us/media-centre/more-than-24-000-people-facing-christmas-sleeping-rough-or-in-cars-trains-buses-and-tents-crisis-warns/>

About Cymorth Cymru:	
<p>Cymorth Cymru is the umbrella body for providers of homelessness and housing related support services in Wales. Cymorth Cymru acts as the ‘voice of the sector’, influencing the development and implementation of policy that affects our members and the people they support. We work in partnership with members and other stakeholders to prevent and reduce homelessness and improve the quality of life for people who are marginalised or at risk of housing crisis across Wales.</p> <p>Cymorth has approximately 100 members across Wales, made up of third sector organisations, housing associations and local authorities. Our members work with a wide range of people, including people who are homeless, or at risk of homelessness; families fleeing domestic abuse; people dealing with mental or physical health problems; people with learning disabilities; people with alcohol or drug problems; refugees and people seeking asylum; care leavers and other vulnerable young people; and older people in need of support.</p>	

Cymorth Cymru welcomes the opportunity to respond to this consultation. Our role as the umbrella body for homelessness and housing support providers gives us a valuable perspective on the challenges experienced by a diverse range of people and support providers across Wales.

There are specific points that we want to make in this response to the Committee, some which respond to the Rough Sleeping Action Plan, and others which are observations on developments across the housing sector since the Committee's report.

1. The scale of rough sleeping

- 1.1. It is difficult to accurately identify the number of people sleeping rough in Wales. While many people are visible on the streets of our towns and cities, others are hidden from view or located across vast rural areas which are more difficult to monitor. However, the Welsh Government, local authorities and a number of other organisations co-ordinate or record data which helps us to assess the scale and emerging trends.
- 1.2. The latest annual National Rough Sleeping Count¹ took place in October 2018. During the 2 week count a total of 347 people were estimated to be sleeping rough across Wales, which is an increase of less than 1% compared with the previous year. 158 individuals were observed sleeping rough across Wales during the single night count, which was a decrease of 16% on the previous year. However, it is important to note that heavy rain and flooding affected some areas on the night of the count, which may have had an impact on data collection.
- 1.3. While the official count did not evidence a large increase in rough sleeping, it is clear that the numbers are still far too high. It should also be noted that the number of people sleeping rough during the single night count in 2018 remains higher than the figure recorded in 2016. In addition, many of our members who work directly with people who are homeless and sleeping rough believe that there continues to be an increase in rough sleeping. The statistics collected by The Wallich Rough Sleeper Intervention teams show an upwards trend across several areas in Wales. The number of rough sleepers engaging with the Huggard's Day Centre has also increased since 2017.
- 1.4. There should be no rough sleeping in Wales. It results in people being at risk of violence and abuse, poorer health outcomes and a much lower life expectancy. It is critical that we do all we can to end rough sleeping in Wales.

2. National Rough Sleeper Count Questionnaires 2018

- 2.1. A useful report² has been produced by the local authority Housing Networks Project following the completion of over 300 questionnaires by people who were rough sleeping across Wales. We recommend that Committee members read the report, as it reveals more information about the demographics of the people surveyed, as well as the reasons they gave for becoming homeless. The vast majority, 86% of respondents, stated that they would like help to stop sleeping rough.
- 2.2. It is concerning that a high proportion of people had been sleeping rough for a number of weeks (26%), months (30%) and years (10%). Rough sleeping should not be taking place at all in 21st century Wales, and people should certainly not be sleeping rough for weeks, months or years at a time. People who have been sleeping rough for this amount of time

¹ <https://gov.wales/docs/statistics/2019/190205-national-rough-sleeper-count-november-2018-en.pdf>

² <https://www.wlga.wales/SharedFiles/Download.aspx?pageid=62&mid=665&fileid=2182>

have clearly been let down by the system. It is important that appropriate evidence-based services such as assertive outreach and Housing First schemes are developed to support people to move off the streets and into secure, sustainable accommodation with the support they need to manage their tenancy.

- 2.3. Mental health problems have featured in many of our conversations with people who use and provide services and this issue is prominent within the Housing Networks Project report. 182 respondents (54%) disclosed that they have a mental health issue and there has been an increase in the number of people who cite mental health as the reason for them sleeping rough:
 - 20 people said 'mental health; was the reason for them 'sleeping rough this time', compared to 1 person the previous year.
 - 19 people said 'mental health issues' was the initial reason for becoming homeless, compared to 3 the previous year.
 - 29 people said 'substance misuse' was the reason for them 'sleeping rough this time' compared to 4 people the previous year.
- 2.4. It is concerning to see increases in the numbers of people who started sleeping rough or lost their accommodation because of their mental health or substance misuse problems. It could be that these issues were under-reported in previous surveys, and this year's data is simply a more accurate account of the reasons people became homeless. However, it could also indicate that people have found it more difficult to access the support they need for their mental health and/or substance misuse issues, and this has led them to reaching crisis point and sleeping rough. It also poses the question of whether vulnerabilities such as mental health problems have been appropriately considered when local authorities have been assessing whether people qualify as priority need for housing.
- 2.5. It is also concerning that 123 individuals (37%) questioned reported that they had been discharged from hospital to no fixed abode compared to 66 individuals (20%) in 2017.
- 2.6. An area of concern is the impact of the change to priority need for prison leavers, which came into force with the Housing (Wales) Act. The Housing Networks Project report states that 43% of people who responded to the survey had previously been in custody. Although the number of people citing 'release from prison' as the reason for sleeping rough has decreased from 45 in 2017 to 37 in 2018, the number of people who have ended up on the streets following their time in prison is concerning.
- 2.7. We support calls for the Welsh Government to re-instate automatic priority need for people leaving prison, when the legislative opportunity becomes available. In the meantime, Welsh Ministers, the Ministry of Justice and other partners should continue to address the findings and recommendations of the *Evaluation of homelessness services to adults in the secure estate*³.

3. Structural causes of homelessness and rough sleeping

- 3.1. Welfare reform and the lack of truly affordable housing are two major structural causes of homelessness.
- 3.2. The Welsh Government has provided a much more favourable environment for housing associations in Wales compared to the situation in England. However, the pace of development has not kept up with the needs of the population, and the Welsh Government must support and fund the development of much more social housing over the coming years.

³ <https://gov.wales/docs/caecd/research/2018/180627-evaluation-homelessness-services-adults-secure-estate-en.pdf>

- 3.3. Research conducted on behalf of Crisis estimated that Wales needs to build 4,000 houses at social rent each year for the next 15 years to meet the needs of people experiencing or at risk of homelessness. Community Housing Cymru has outlined the ambition of housing associations in Wales to deliver 75,000 homes by 2036. However, if these are to be truly affordable then housing associations need assurances about the continued availability of Social Housing Grant, at appropriate levels, to enable them to translate this ambition into reality.
- 3.4. The Affordable Housing Review offers an opportunity to address this issue but Ministers must ensure that government funding is targeted at the provision of social housing for people on the lowest incomes.
- 3.5. Welfare reform continues to be a huge problem for many of the people our members support. Too many people face delays in receiving their payments or their assessment fails to appropriately recognise the impact of their disability or health problem. The pressure builds on people and their families and increases the risk of homelessness.
- 3.6. While we would like the UK Government to re-think their welfare policies and end delays to people's payments, we welcome the First Minister's recent statement that the Welsh Government should 'explore the devolution of administration'. We are acutely aware of the risks associated with this, not least the possibility that Wales could be short-changed by the UK Government in the transfer of responsibilities and funding. However, Scotland has demonstrated that it is possible to take a more compassionate approach to the administration of welfare. This has the potential to make the difference between someone ending up sleeping rough or not – and should therefore be seriously considered by government and opposition parties.

4. Funding for homelessness and housing-related support services

- 4.1. When we gave evidence to the Committee during its original inquiry into rough sleeping, we were facing an unprecedented threat to the future funding of homelessness and housing-related support services in Wales. We were very grateful for the Committee's scrutiny of this issue and members' work to highlight their concerns with the Welsh Government's proposals for a super grant that would merge seven non-housing grants with three housing grants.
- 4.2. We were delighted that the Welsh Government decided to change course and opted instead to create a new Housing Support Grant, which brings together Supporting People Programme funding and Homelessness Prevention funding. We now have a commitment that this funding will be ring-fenced for the remainder of this Assembly term. However, this equates to just two years, which hardly gives the sector the stability it needs to plan services and retain experienced and skilled staff. Politicians from all parties recognised the importance of these services over recent years and championed the need to retain a ring-fence around this funding. We urge all political parties to make a commitment to retaining this ring-fence beyond the next election, regardless of who forms the next Welsh Government.
- 4.3. A consistent message from people who commission and deliver homelessness and housing-related support services is the need to move beyond one-year funding allocations. The Wales Audit Office report on the Supporting People Programme⁴ (published August 2017) recommended that the Welsh Government re-introduce indicative three-year Supporting People funding allocations at the earliest opportunity to assist local authorities in their planning. This has been echoed in recent engagement events about the development of the new Housing Support Grant.

⁴ <http://www.audit.wales/system/files/publications/Supporting-People-2017-English.pdf>

4.4. We have welcomed additional funding for homelessness and rough sleeping, but urge the Welsh Government to make longer term commitments to additional funding. While in-year funding can be helpful for pilot projects, it is difficult for local authorities, landlords and support providers to plan strategically due to its short term nature. While we appreciate the constraints on the Welsh Government due to uncertainty surrounding the Welsh block grant, a sustained effort will be required to reduce homelessness and end rough sleeping - and this surely requires a longer term commitment to funding.

5. Experts by experience

5.1. Listening to the views and experiences of people who use services is crucial in any response to homelessness and rough sleeping. In January 2019 we held three events in Carmarthen, Rhyl and Cardiff and invited people who have used homelessness and housing-related support services to share their views and experiences. We also created an online survey to enable people to participate if they couldn't attend the events.

5.2. Approximately 100 people attended the events and over 80 people responded to the survey. We are currently analysing the responses, and will be happy to share the final report with the committee once it has been published. However, some of the themes emerging from the engagement exercise are:

- The importance of building trust and treating people with respect and compassion, and being non-judgemental when delivering services to people who are homeless.
- The importance of holistic, person-centred support, which addresses all of the factors that contribute to homelessness and housing instability, such as mental health, finances, relationships, education, training and work,
- The need for more support for substance misuse problems, including specialist accommodation schemes for people at different stages in the recovery.
- The need to improve access to mental health services and therapeutic support.
- The negative impact of arbitrary time limits on support, and the need for support to be flexible as people's needs and engagement changes.
- The need to increase awareness of homelessness and housing-related support services among the public and in other sectors – so that people know where to go if they need help.
- The lack of affordable housing, particularly for young single people, and the difficulties accessing move-on accommodation following time in supported accommodation.
- The need for continuity and retaining staff within support services.

5.3. The views of the people who participated in the events and the survey will be shared with the Welsh Government as they continue to develop the new Housing Support Grant.

6. Development of psychologically-informed approaches

6.1. Last year (2017/18), Cymorth Cymru, alongside the Housing Networks, the WLGA, and the ACE Support Hub, developed and delivered Welsh Government-funded PATH training to over 1100 practitioners across the housing sector in Wales. PATH training is a housing-focused programme of training that increases understanding of adverse childhood experiences and trauma on people's lives and encourages the use of psychologically informed environments.

- 6.2. Research shows that most people who experience homelessness have experienced trauma in their early life⁵, which means that it is essential our services and systems are set up to respond effectively to that reality. Psychologically-informed approaches are essential to the prevention of homelessness and to effectively engaging with people who are experiencing long-term entrenched rough sleeping. For those individuals, whose common responses are that the system is failing them⁶, a new way of working is needed, and trauma-informed practice is part of that new way of working.
- 6.3. The programme is aimed at third sector homelessness and housing-related support providers, housing associations and local authority housing, homelessness and Supporting People teams. One of the training courses is aimed at frontline staff and team leaders, with another course targeted at leaders and commissioners across the sector, recognising that we need strategic buy-in to embed this approach.
- 6.4. The independent evaluation of the programme⁷ was extremely positive and we have received feedback about how services have started to incorporate psychologically informed approaches within their services. One cited an example of how they are working differently in relation to warning and eviction processes.
- 6.5. Another service has described the impact of embedding a psychologically informed approach following a number of staff attending the PATH Training. Within the first 3 months they reported a 30% reduction in the number of incidents, a 33% reduction in incidents of violence and self-harm, a 37.5% reduction in intervention involving ambulance / hospital services and a 84% reduction in police intervention. While these are early indicators, and the pattern may well fluctuate over time, this is very positive.
- 6.6. A second tranche of PATH training is nearing conclusion, expecting to be finished at the end of March 2019, with another 650 practitioners expected to have been trained. We hope to continue our work to support organisations to embed this approach throughout their services, with the aim of reducing homelessness supporting more people with experience of trauma to live independent and fulfilled lives.

7. Development of Housing First across Wales

- 7.1. The importance of adopting a Housing First approach has been given much more attention across Wales. It is an internationally evaluated model, and the research demonstrates beyond doubt that it works, with examples from Finland, for example, achieving a reduction in long-term homelessness of 1,200. The model, as delivered in Finland, was described in an international evaluation⁸ as follows:

“In the view of the evaluation team, the Finnish programme to reduce long-term homelessness is one of the best examples in the world with regard to the functionality of the Housing First model in work to reduce long-term homelessness.”

- 7.2. Since the initial inquiry, the Welsh Government work on Housing First has continued at pace, and Cymorth Cymru has been significantly involved in this work. We organise and provide the secretariat for Wales’ Housing First Network, which is a cross-sector group of providers, housing associations, local authorities and other interested parties such as HMPPS, health representatives, and social services commissioners.

⁵ <https://www.feantsa.org/download/winter-2017-trauma-and-homelessness2297258390271124817.pdf>

⁶ <https://sheltercymru.org.uk/what-we-do/policy-and-research/trapped-on-the-streets-understanding-rough-sleeping-in-wales/>

⁷ Available upon request.

⁸ https://helda.helsinki.fi/bitstream/handle/10138/153258/YMra_3en_2015.pdf?sequence=5

- 7.3. The initial steps taken by this network were to create a series of principles for widespread adoption across Wales. This was the first step taken by the network, because Housing First effectiveness is linked significantly, across the international evaluations, to the extent to which the projects show “fidelity” to the model. There was a real risk that Housing First projects could end up being delivered which are not as effective as they would be if they followed the set principles.
- 7.4. These principles⁹ were co-produced by the network, which amended and added to the principles developed by Homeless Link, ensuring that the latest research and understanding was incorporated into the Welsh principles. These principles are now a key part of the Welsh Government trailblazer funding, and the network is committed to raising awareness of these principles for projects that are delivered outside of that funding mechanism.
- 7.5. In terms of Housing First, it is important for the Committee to be aware that although it is an extremely effective solution, it is not a *quick* solution. The Welsh Government should be fully commended for pushing ahead with this agenda. However, for the model to be delivered effectively, and at scale, without compromising the fidelity and integrity of the model, care must be taken that it is delivered in a gradual, incremental way. This will of course be frustrating for the Committee, who will no doubt want to see a rapid reduction in the numbers of people sleeping rough, but we must be extremely clear that the work to support someone off the streets is extremely complex and cannot be rushed. It is also critical that services such as health, particularly mental health and substance misuse, are fully committed to the delivery of Housing First, as this model will not be successful without their full co-operation.

8. Development of assertive outreach services across Wales

- 8.1. One of the foundations of any effort to address the crisis in rough sleeping, is the need to adopt an assertive outreach approach. Assertive Outreach is a particular form of street outreach that targets the most disengaged rough sleepers with chronic support needs and seeks to end their homelessness through persistent, purposeful, pro-active, multi-disciplinary support. This is an area that services across Wales are already engaging in, as it is not a new way of working, having been first adopted in the late 90s¹⁰. It is identified as an effective way of addressing long-term entrenched rough sleeping.
- 8.2. Cymorth Cymru has been working with stakeholder across the homelessness sector to develop a series of principles for assertive outreach for Wales, on a similar basis to the Housing First principles referenced above. Because this work is widespread already, the principles will be drawn much more broadly, to ensure as much consistency as possible whilst allowing for differences in service delivery. Early findings from the focus groups and initial suggestions for principles have been shared with the Welsh Government homelessness team, in time for them to come to the Committee, with a final version to be published later in March 2019.

9. Public attitudes and political responses to rough sleeping

- 9.1. One key concern we have about public and political responses towards people sleeping rough, is the public discourse which suggests that rough sleeping is a choice, that police should forcibly move people on, that tents should be torn down, and individuals ‘forced’ to

⁹ Available on request.

¹⁰ https://www.crisis.org.uk/media/238368/ending_rough_sleeping_what_works_2017.pdf

engage with services. We cannot caution against this approach strongly enough. At *best*, the results from these approaches will be short-lived, as research demonstrates that individuals who choose to engage are more likely to maintain their tenancies. At *worst*, it reinforces and further builds on the narrative that rough sleepers are second class citizens to be addressed with ever more punitive approaches.

- 9.2. We urge the Welsh Government, and policymakers in all parties, to resist this approach and instead adopt a more compassionate, trauma informed approach and advocate for evidence based interventions as described above.

10. Development of emergency accommodation across Wales

- 10.1. Since the Committee's report, Cymorth Cymru acting in its role as secretariat for Rough Sleepers Cymru, has guided and facilitated work on emergency accommodation. The first step was to ensure there is a consistent definition of emergency accommodation. This was produced in consultation with Rough Sleepers Cymru, by the Local Authority Housing Networks Project, and was used in the latest Rough Sleeper Count, to ensure that local authority returns are accurately reporting the availability for emergency accommodation.
- 10.2. Work is ongoing, through Cymorth Cymru, to establish a series of principles for what people sleeping rough can expect from emergency accommodation, which was a piece of work suggested by Rough Sleepers Cymru, to address the perception amongst some people about the safety or suitability of emergency accommodation. The aim is for this work to inform the delivery and commissioning of emergency accommodation.
- 10.3. Furthermore, Rough Sleepers Cymru has completed a review of all 22 local authority inclement weather plans, suggesting clear improvements whilst recognising the good practice evident in all the policies. This has already resulted in some local authorities amending and making improvements to their plans. A key theme that arose in all local authority plans was the need to count extreme heat as inclement weather, as much as extreme cold, as the heatwave in summer 2018 was a difficult time for many rough sleepers, but without the same level of public sympathy as is seen during the colder periods.
- 10.4. Emergency accommodation is an area of the housing sector that needs significant attention. Those providers that delivered these services are excellent and committed practitioners, who work with some of the most vulnerable people in Wales. We strongly believe that they need to be given increased resources to be able to provide the support they need to long-term rough sleepers.
- 10.5. It is also important that emergency and temporary accommodation is exactly that, and does not become a long term solution for people. This type of accommodation is not designed to be permanent and is often communal. It should be regarded as a temporary respite from the streets while more secure and sustainable accommodation is secured. However, too many people are unable to find affordable move-on accommodation with the support they need to support their recovery and live independently. This has to change to prevent emergency accommodation from becoming the norm for people who are homeless.

11. Development of monitoring systems for rough sleepers across Wales

- 11.1. An exciting project supported by the Welsh Government is the Street Homeless Information Network (SHIN), administered by The Wallich. This system, modelled on the successful CHAIN system in place in London, aims to create a robust and live system that can accurately monitor the numbers of people sleeping rough at any one time. This has been a

significant missing piece of the jigsaw in policymaking that aims to address rough sleeping, and the fact that the Welsh Government has given this project its support bodes well for the eventual creation of this database.

- 11.2. Once we have the ability to monitor the numbers of people sleeping rough, policymakers at all levels will be able to make robust policy decisions based on real, verifiable data, rather than the current rough sleeper count, which has long been described as not fit for purpose (albeit, currently, the only mechanism we have to count). We urge the Committee to show support for this project, and the impact it could have on rough sleeping policy interventions.

12. The involvement and commitment of health services

- 12.1. The Welsh Government accepted the ELGC Committee's recommendation that the Health Secretary should take joint responsibility for delivering the Rough Sleeping Action Plan. This is welcome and is absolutely necessary if we are to make progress in a number of areas relating to rough sleeping. Working to help a rough sleeper into accommodation can easily stall if access to health services is delayed by lengthy waiting lists. Meaningful health involvement at a strategic level and a commitment to ensure swift access to health services is crucial if Housing First is to be a success. Collaboration with homelessness and housing related support services is also essential to addressing the health inequalities and shorter life expectancy experienced by rough sleepers. Some excellent examples of collaboration exist in some areas but often seems to be dependent on specific relationships between committed professionals, rather than something that is embedded across the system.
- 12.2. We recommend that the Minister for Health and Social Services, alongside the Minister for Housing and Local Government, takes action to encourage more systematic engagement from health services to end rough sleeping. Examples of where this approach is needed are manifold but are particularly prevalent in the interactions between homelessness services and mental health, substance misuse or emergency services. Having a common framework for all Health Boards to work towards in partnership with local authorities and housing partners is vital. There needs to be a widespread national understanding across Wales, that people sleeping rough need priority access to health services, to enable rough sleeping to be eradicated. Nothing short of clear political leadership will be enough to make this happen in a consistent and cohesive way across Wales.

13. Co-production and partnership working

- 13.1. Finally, we cannot emphasise enough the importance of meaningful collaboration and co-production in the sector's work to tackle homelessness in general and rough sleeping in particular. Funding is scarce and there is huge pressure on local authorities and support providers to deliver more for less. However, it is imperative that all stakeholders show leadership and work to build trusting relationships with those who are committed to ending rough sleeping. It is important that local authorities recognise the skills, expertise and experience that have been built up within the third sector, as well as their ability to innovate and draw in additional funding from charitable sources.

1. Introduction:

- 1.1 Huggard works to increase individual wellbeing and end incidents of homelessness through a commitment to continual improvement and working collaboratively to provide safe spaces that are welcoming, supportive and empowering.
- 1.2 Huggard runs a low threshold Day Centre for people that are experiencing homelessness. People access the Day Centre to take advantage of high-quality cooked meals, washing/showering and laundry facilities and a clothes store as well as to take advantage of specialist services focussing on advocacy, benefit advice and support, personal/social development and substance misuse support.
- 1.3 The centre provides a hub and a place of engagement for people who are experiencing homelessness or need support to maintain or secure accommodation. Most people using Huggard's Day Centre are either sleeping rough or in emergency or temporary accommodation.
- 1.4 In 2018, Huggard was asked to apply, through Cardiff Council, for additional Welsh Government funding to address rough sleeping within the city. Huggard's priorities were to:
 - increase the safety and security of our emergency overnight accommodation and to assist in meeting the actual costs of the delivery of this service
 - respond better to the engagement opportunities with individuals accessing Huggard's substance misuse service, who may not be engaging with any other services, through the provision of additional therapeutic intervention specialists and additional substance misuse staff to support brief intervention work at the point of needle exchange
- 1.5 Additional temporary resources have been provided towards additional security staff at night, breakfasts for clients staying in our emergency accommodation and additional bedding. We have also received additional funding for helping with bonds into the private rented sector and an extra member of our generic day team from February until the end of March. This has provided for a safer environment for clients and staff within Huggard's emergency overnight accommodation and helped to manage the increased and more complex demands upon our day centre.
- 1.6 Additional resources for therapeutic interventions and substance misuse support have been included into the Local Authority's Multi Discipline Team (MDT) and we have started discussions with the local authority about how the MDT can support the work of

Huggard's Day Centre and engage with the high levels of rough sleepers using the service and those in Huggard's emergency overnight accommodation.

2. Safe Space Development

2.1 We have been in discussion with a number of partner agencies regarding how the Huggard Day Centre can be part of a collaborative and innovative city-wide Safe Space model, coproducing services and acting as a dynamic multi-agency hub for services aimed at people rough sleeping within the city. We also support the development of a hub for night time services within the city, working in close partnership to increase engagement levels with those not accessing current services. To begin development of the Huggard centre as a hub for services a number of projects are currently being undertaken within the centre, in addition to our specialist advocacy, development and substance misuse work.

2.2 **Skill Share Project:** We have been awarded European funding through WCVA's Active Inclusion Fund to deliver the Skill Share at Huggard Project. This Skill Share will be offering volunteering and training opportunities to Huggard clients who are; out of work, over 25 and based in Cardiff. Participants will have the opportunity to:

- Complete an induction process in Huggard's Day Centre Kitchen and public coffee shop, Cafe H
- Earn work based certificates issued by Huggard
- Earn accredited work based qualification (e.g. Food Hygiene Level 2)
- Take part in a supportive volunteering placement at Cafe H and Huggard Kitchen
- Enjoy progression opportunities like further education, volunteering or paid employment.

2.3 **Probation Service:** We have been in discussions with the Probation Service to hold a fortnightly/monthly women's pathfinders surgery at the Huggard, this will hopefully help our more transient females to engage with their officers. The Probation Service has identified that the Huggard Centre is where their clients are spending most of their time and it will hopefully help increase engagement with probation and help to reduce the number of recalls for breach. Details are still to be finalised but we are hoping that this will be up and running in spring.

2.4 **Velindre Trust:** We have agreed to work with the Velindre trust to implement some working practices with the board around the homeless community who are diagnosed with cancer and are receiving treatment. The plan is to try and have some early intervention with the hospital knowing when a rough sleeper is receiving treatment at an early stage. This will help us to put a plan in place ready for when the patient is discharged. This initiative will start with us being included in a training day to explain to hospital staff regarding what our services are and what exactly we have to offer a patient who is discharged from their care.

- 2.5 **Tenovus:** We have been put in touch with Tenovus Cancer charity to supply Huggard with sun cream, this will start coming in to us over the next couple of months. We have agreed that we will store it and distribute to partner services including the Local Authority's outreach and multi discipline team.
- 2.6 **Cervical Screening:** We are looking at the possibility of having the mobile cervical screening vehicle visiting the centre to try to encourage more of an uptake, similar to the TB screening we did last year which proved very successful.
- 2.7 **BBV Clinic:** We operate a BBV clinic within the centre and we have started undertaking Point of Contact (POC) oral swab tests for Hep C. This is a swab of saliva and results are received in 20 minutes. To help with this, we have provided free meal vouchers to encourage people to get tested, and by the time they have eaten their meal, the result is available. Where a positive result is established treatment can be started within a day or so. Between June and Dec 2018, 85 clients have been tested with 19 reactive results where the individual has gone on to further investigation and treatment. The frequency of testing is now increasing as we have proved to be the most successful BBV clinic in Cardiff.
- 2.8 **Student Optometrists Cardiff:** This project is in partnership with public health Wales as part of a research project to raise awareness for more inclusive health policies to support the homeless. The service visits twice a month and sees on average 12 people per session, providing eye tests so the doctor can write out the prescriptions. The service provides advice on how to maintain good vision and directing clients to eye clinics that are nearby or in the health hospital. The service provides eye drops for clients suffering with dry eyes.
- 2.9 **Street Paws:** We have been working with the National Charity Street Paws to provide free treatment for Cardiff's Homeless pets. The visit the Huggard Centre once a month. So far, they have seen and treated 14 dogs (and one hamster). All dogs have been vaccinated against parvovirus, leptospirosis, distemper and hepatitis. These can all cause serious illness and are potentially fatal if not treated. All dogs have been given flea and worming treatment, which covers a range of parasites including mites and ticks. These things again can cause a dog to become unwell if left untreated. At Street Paws drop ins we regularly see 5/6 dogs for regular flea and worming and health checks. Street Paws have treated; ear infections, skin infections, minor wounds and have one dog on long term anti inflammatory for osteoarthritis. We have also supplied joint supplements to improve movement.
- 2.10 **Forgotten Feet:** The aim of this project is to put in place a free regular chiropody/podiatry service. Forgotten feet mission statement says it is for those most in need. It's for those least likely to have the means to access it. Forgotten Feet have been providing drop ins at Huggard. This is because we are a service accessible by the people they are trying to reach. Problems commonly encountered include: blisters, calluses, long and onychomycotic nail, fungal skin infections, pitting keratolysis due to prolonged wet conditions as well as wounds. Anyone with any sort of infection is referred to a local GP for medication or creams.

- 2.11 **Student Volunteers Cardiff:** The Student's Huggard Centre project is a befriending and support project for adults in Cardiff who are homeless. A group of student volunteers who are generally studying care or social work qualifications visit the centre for three hours a week to socialise with the service users, engaging them in activities such as arts and crafts, bingo, baking and cooking and board games. The provision of these diversionary activities is essential in the day centre as it adds to a positive atmosphere.
- 2.12 **DWP Digital Inclusion:** As a part of DWP's digital strategy for rolling out UC we have developed a partnership where a work coach from the Job Centre visits Huggard once a week. The work coach engages with Huggard clients helping them to set up new claims and manage their current claim. As part of the digital inclusion partnership we provide DWP with important feedback regarding the barriers to UC for our clients. So far we have collaborated to negotiate workarounds for essential criteria enabling clients with NFA or and no bank account to claim.
- 2.13 **Huggard First Responder Team:** In partnership with the Welsh Ambulance Service, at Huggard we have a team of first responders for providing emergency medical intervention. This is for situations beyond first aid and before paramedics can arrive. Staff are trained by Welsh Ambulance service trust. An intense week-long training course teaching correct working practice for emergency life support. Between October 18 and December 18 we responded to:
- 11 Synthetic cannabinoid overdoses
 - 8 Opiate overdoses
 - 2 Chest pains
 - 1 Diabetic coma
 - 1 Cut lip

3. Current Situation with Regards to Rough Sleeping:

- 3.1 Over the winter period there has been sufficient availability of emergency accommodation in Cardiff, made up of floorspace and pod spaces. However, this type of accommodation is quite restrictive and often communal in nature and therefore should be regarded as a temporary respite from the streets while suitable accommodation is sourced. Unfortunately, for many individuals they find themselves in and out of emergency accommodation for long periods of time and either lose sight of moving on or find it increasingly difficult to manage the necessarily restrictive nature of such accommodation. This can push people back to the streets. Huggard is currently completing 8 additional emergency pod spaces that we hope to have finally completed shortly. However, even with this additional resource, once additional winter provision finishes at the end of March, we are likely to see more people being forced to sleep rough.
- 3.2 During winter provision of Emergency Overnight Accommodation, 75% of those using Huggard's Emergency Accommodation have been self-referring into the project, by-passing the Council's Gateway system. Huggard employs an Emergency Accommodation

Support Worker, which is temporarily funded through trust funding to engage with those using this service and support them to access the Housing Options Centre, Gateway service and to set up benefit claims and register with a GP. Discussions are taking place as to how the Local Authority's Multi Discipline Team can engage with those using the centre.

3.3 Substance misuse is a major factor compelling a significant proportion of people to spend all of their time on the streets and this can be a barrier to engagement with emergency accommodation services. Without their own accommodation, individuals have no alternative but to use illicit substances on the streets. They may also be compelled to spend a large amount of time begging to generate the income to support an addiction. This leads to an increase in both rough sleeping and an understandable necessity to present a negative or inaccessible picture of support services available. We have found that for some of these individuals the engagement with Huggard's substance misuse service provides an important and often unique opportunity for engagement and brief intervention work.

3.4 Huggard welcomes the addition of a substance misuse worker as part of the Council's Multi Discipline Team. However, Huggard is currently overwhelmed with individuals using its substance misuse service and we lack adequate resources to provide the level of brief intervention support needed to help people develop more appropriate coping strategies in dealing with adverse experiences. Between April 2018 and January 2019, Huggard has supported 83 individuals into substance misuse treatment services but over the same period has seen 198 new individuals registered on our needle exchange database. The use of Spice, particularly the frequency of use, presents a significant barrier to accessing or maintaining emergency accommodation where the use of illicit substances is necessarily prohibited due to the nature of the accommodation.

3.5 Welfare reforms have made claiming and maintaining benefits harder. This has led to people being solely reliant on begging as their only form of income. Frontline homelessness services have a number of staff supporting individuals with benefit claims but this work is taking up an increasing amount of staff time.

4. Statistics

4.1 Following are figures providing a comparison of the last 3 months of 2018 compared to the previous year. These figures are collected on Huggard's bespoke database system that records details of each individual client's visit to the centre against housing status.

4.2 These figures from October to December 2018 show an increase in those rough sleeping and an increase in the frequency of use of the Day Centre for each individual. We have found the levels of poly-drug use increasing, due to exploitation of this client group

through the County Lines distribution of illicit substances. This has led to greater complexity of needs and has led to a situation where it is becoming harder to support individuals away from Emergency Overnight Accommodation, or Hostel Accommodation into supported, shared housing where security of tenure makes it difficult to maintain a safe and sustainable environment for tenants within a property.

Day Centre - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of visits	6,649	5,027	+32%
Number of Clients	636	584	+9%
Number of unique individual rough sleepers	280	244	+15%

Advocacy - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of Sessions with Clients	306	542	-44%
Financial Gains made for clients	£145,310	£390,465	-63%

Substance Misuse - Quarterly Figures. 1st October - 31st December	2018	2017	% change
Number of Sessions with Clients	366	313	+17%
Numbers engaged with Treatment Services	33	28	+18%
Number of Needle Exchange Transactions	2130	1760	+21%
Number of new clients registered	56	42	+33%

Emergency Overnight Shelter 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	276	283	-2%
% moving on to other accommodation	13%	24%	-11%

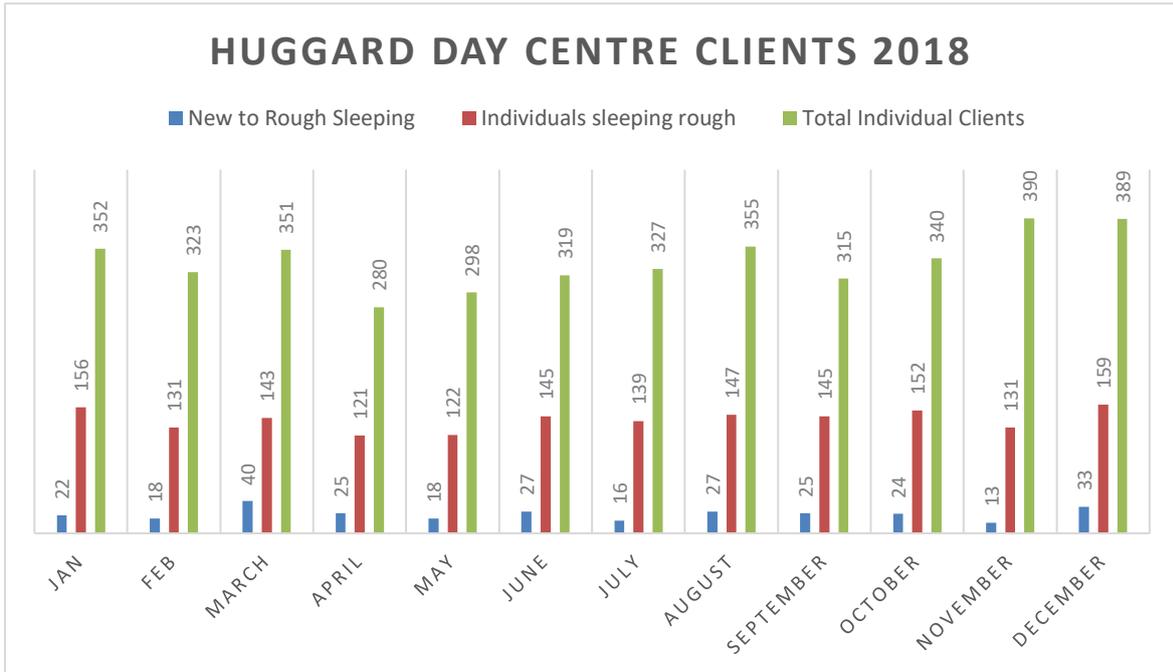
Supported Housing 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	35	36	-3%
Number of Clients that moved out during period	4	7	-43%
% assisted to move on to more suitable accommodation	25%	100%	-75%
Voids as of 31 st Dec (caused by lack of appropriate referrals and maintenance voids)	23	22	+5%

Hostel 1st October - 31st December	2018	2017	% change
Number of Different Clients Accommodated	35	30	+17%
Number of Clients that moved out during period	14	12	+17%
% assisted to move on to more suitable accommodation	36%	50%	-14%
Voids as of 31 st Dec	0	0	0

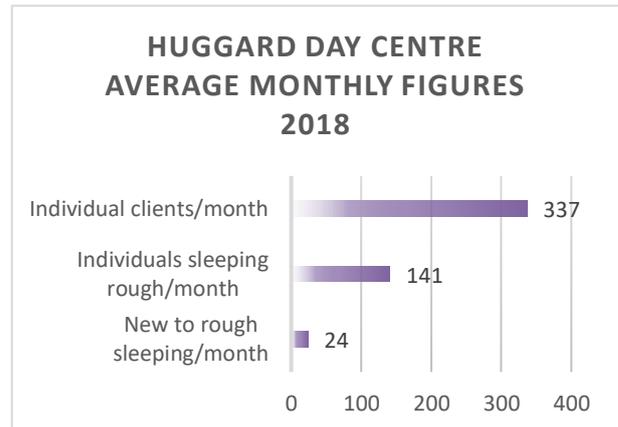
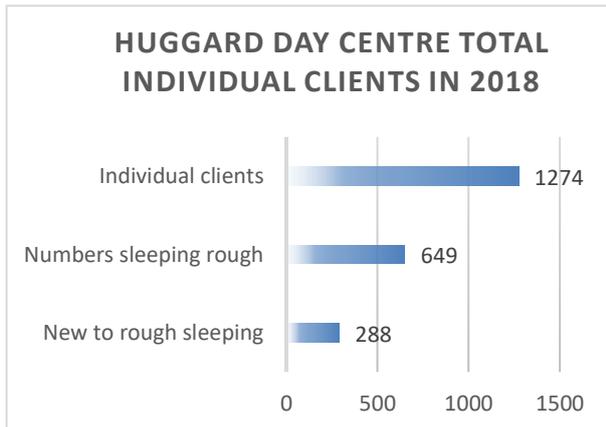
5. Day Centre Visitor Statistics for 2018

5.1 Following are details of the demographics of visitors to Huggard's Day Centre in 2018.

5.2 Huggard's Day Centre was open every day in 2018 and worked with a total of 1,274 people of whom 649 had slept rough in Cardiff at some point during the year. In 2018, Huggard supported 288 people who had slept rough for the first time, averaging 24 new rough sleepers each month.

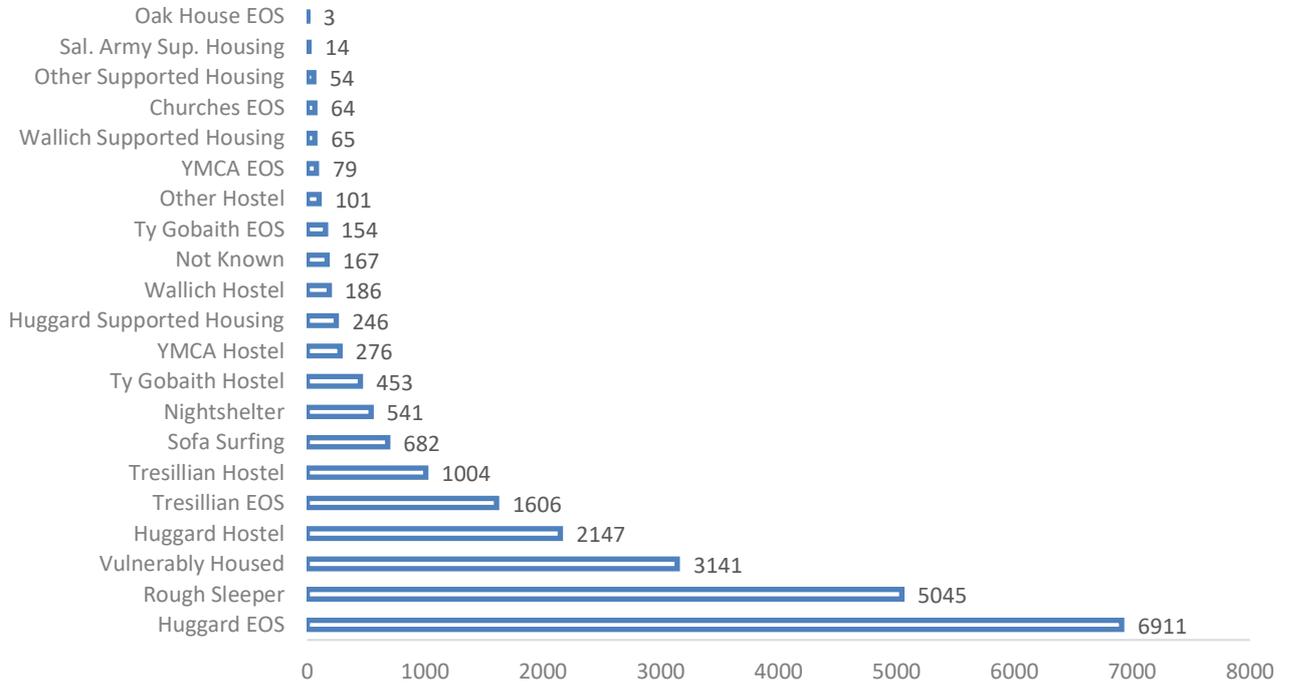


* Clients have been recorded as new to rough sleeping if it is the first time they have presented as sleeping rough to Huggard services since January 2013. It is possible that they may have previously slept rough outside of Cardiff or slept rough in Cardiff but not previously presented to Huggard services.

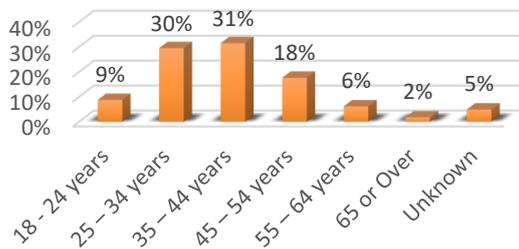


In 2018 Huggard’s Emergency Overnight Accommodation, working closely with the Day Centre, sheltered 724 unique individuals, 213 of whom were supported into more suitable accommodation. In 2018, Huggard ran 1,333 activity sessions involving 431 individuals (34% of all clients).

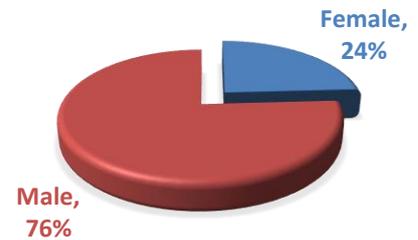
HOUSING STATUS OF HUGGARD DAY CENTRE VISITORS BASED ON RECORDED NUMBER OF VISITS IN 2018. (22,939 TOTAL RECORDED VISITS IN 2018)



DAY CENTRE VISITOR AGE PROFILE 2018



DAY CENTRE VISITOR GENDER PROFILE 2018



Richard Edwards, Huggard Chief Executive, March 2019.

Analysis of 2 week National Rough Sleeper Count Questionnaires

Summary

This report summarises the information provided by 347 people sleeping rough who engaged with services during the two-week count period of the Welsh Government rough sleeper count from 15th to 28th October 2018.

The report collates the responses from 19 of the 22 Welsh Local Authorities in order to provide a national picture of the rough sleeper population. This should help partners to understand better the issues facing people and plan provision to better support them and help them into sustainable accommodation.

The study found that of those sleeping out most were male with 16% being female. The most common age range was 30-39 year olds. Many people had been sleeping out for several months. The main reasons for sleeping rough this time were stated as substance misuse, loss of previous accommodation (for a variety of reasons), release from custody and relationship breakdown. When asked about their initial reason for homelessness and most people stated that this was because of family breakdown, relationship breakdown or loss of tenancy (for various reasons). A third of those questioned had been in custody at some time in their life. Over half stated that they had a mental health issue and a third disclosed that they had a diagnosed physical health condition. Over a third of those questioned stated that they had been discharged from hospital back to the streets.

More needs to be done to enable services to intervene early and prevent people's situations from escalating into crises. We need services that are responsive to support people where and when they need them. We need to ensure that there is better communication between services to enable people to transition from care, prison and hospital into settled accommodation in a planned way.

Many people sleeping rough had lots to say about their current situation and how they got there. It would benefit the development of future services and redesign of current ones to listen to the voices and experiences of these people.

Background

This report analyses the questionnaires completed during the 2-week information gathering exercise of the Welsh Government rough sleeper count with every person who presented to services that work with rough sleepers.

The questionnaire was developed for the count by the Welsh Government Rough Sleeper Working Group (RSWG); a group of Welsh Government officials, Local Authority and third sector representatives, as well as academics. The Housing Network was consulted on regarding the contents of the questionnaire prior to it being finalised. The purpose of the questionnaire is to allow Local Authorities to develop a local picture of the cohort of people sleeping rough in their area and assist the Local Authority in developing services and responses for people presenting as sleeping rough. It can also help to provide a national picture of the cohort of people sleeping rough at that time and that is the purpose of this report.

The Local Authority Housing Network collated the information from all of the questionnaires completed during the two-week period. Of the 347 incidences of rough sleeping which were recorded during the 2-week count 332 questionnaire responses were received for analysis. Where no questionnaire was received from an individual who engaged with the local authority this was mainly due to that fact that a person presented to services already had accommodation or they did not want to take part. Questionnaires were received from the following Local Authorities as compared to the previous year, some Local Authorities struggled to get partners to engage in the questionnaire exercise and therefore submitted no questionnaires:

Local Authority	Questionnaires returned 2016	Questionnaires returned 2017	Questionnaires returned 2018
Anglesey	0	4	3
Blaenau Gwent	0	0	0
Bridgend	12	14	20
Caerphilly	27	18	29
Cardiff	85	92	99
Carmarthenshire	0	4	2
Ceredigion	6	12	8
Conwy	0	1	0
Denbighshire	12	9	5
Flintshire	0	1	3
Gwynedd	14	34	26
Merthyr Tydfil	13	8	0
Monmouthshire	1	6	2
Neath Port Talbot	1	15	8
Newport	0	22	23
Pembrokeshire	5	8	10
Powys	0	3	2
Rhondda Cynon Taf	0	15	5
Swansea	21	22	28
Torfaen	0	1	4
Vale of Glamorgan	2	0	1

Wrexham	61	45	54
Total	261	334	332

All LAs who carried out questionnaires this year submitted them for analysis and only the following Local Authorities had nil responses:

Blaenau Gwent
 Conwy
 Merthyr Tydfil

The questionnaires were completed based on the responses from the individual being questioned and none of the information given was corroborated.

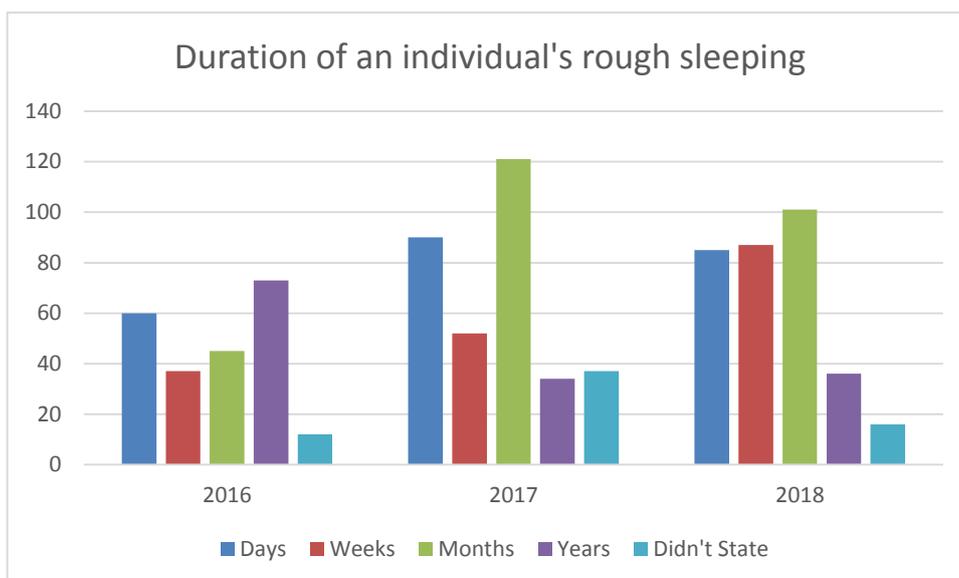
Analysis of Questionnaires

Of those who had completed the questionnaire, 306 individuals (91%) stated that they had slept out the previous night in comparison to the 24 individuals (7%) who stated that they hadn't. This is almost identical to the findings of 2017 in which 307 individuals (92%) reported that they had slept out the previous night. Of those who reported sleeping rough the previous night, 24 (7%) had slept out as part of a couple or a family unit; an increase of one on the 2017 figure, 23 (7%).

When asked for the duration of their rough sleeping, 85 individuals (25%) reported that it was in the region of days, which is broadly similar to the two previous years in percentage terms, 90 (27%) in 2017 and 60 (23%) in 2016. There has been, however, a notable increase on the previous years in the number reporting that their rough sleeping is in the duration of weeks, at 87 (26%). This constitutes a 10% increase on the 2017 figures, an increase of 35 individuals. Conversely, the number of respondents who have been sleeping out for months has fallen by 6% on the 2017 figures, 20 individuals, whilst the frequency of those reporting that they have slept out for years remains consistent at 10% of those, an increase of 2 individuals.

10 (3%) of the individuals questioned stated that they did have some form of tenancy.

Period slept out for:	Number 2016	Percentage 2016	Number 2017	Percentage 2017	Number 2018	Percentage 2018
Days	60	23%	90	27%	85	25%
Weeks	37	14%	52	16%	87	26%
Months	45	17%	121	36%	101	30%
Years	73	28%	34	10%	36	10%
Didn't state	12	18%	37	11%	16	4%



For 53 individuals (16%) this was their first incidence of sleeping rough, compared to 63 individuals (19%) in 2017, but for 273 individuals (82%) reported that they had slept out on at least one other previous occasion, compared to 263 individuals (79%) in 2017. Of the individuals who completed the questionnaire, 287 (86%) stated that they would like support to stop sleeping out.

Having identified in 2016 that we were missing information on gender the following gives the breakdown of males and females who presented as sleeping rough over the past two years:

	2017	2017	2018	2018
Male	274	82%	272	81%
Female	52	16%	54	16%
Not given	8	2%	6	2%

Of these, 10 females (19%) were sleeping out as part of a couple or family unit, whilst only 15 males (6%) reported sleeping out as part of a couple or family unit.

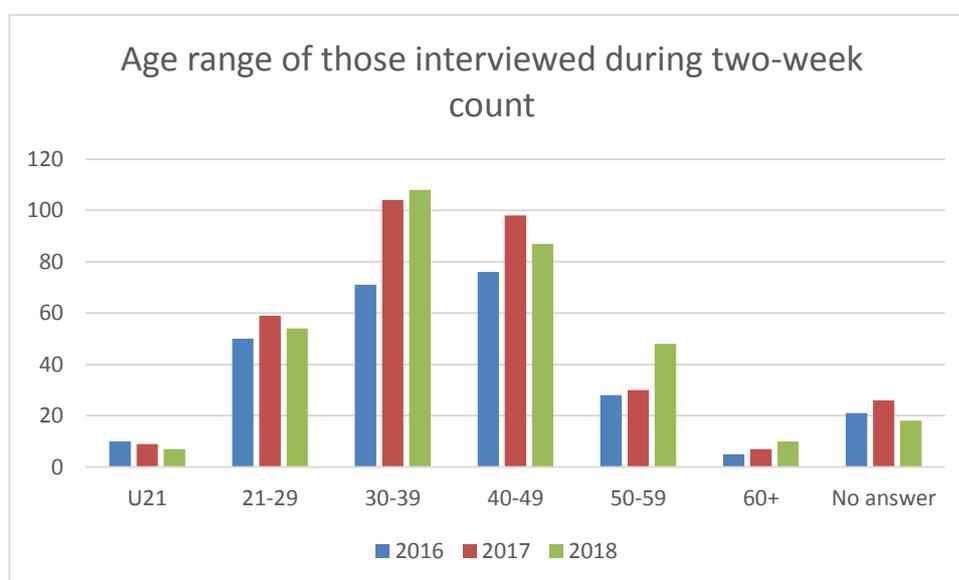
Further analysis of responses from females was carried out and it was found that they came from the following localities:

Type of LA	Number of LAs	Number of females 2017	Number of LAs	Number of females 2018
Urban	4	29	4	28
Semi-rural	6	21	7	23
Rural	2	2	2	3

From the date of birth information collected the ages of those interviewed are as follows:

Age range	Number in 2016	Number in 2017	Number in 2018
60 – 69	5	7	10
50 – 59	28	30	48
40 – 49	76	98	87
30 – 39	71	104	108
21 – 29	50	59	54
Under 21	10	9	7
Not given	21	26	18

As in previous years, the vast majority of individuals presenting are between 21 and 50 years of age. Although there has again been a slight decrease in the number of individuals under the age of 21 presenting, the increasing prevalence of those over the age of 50 sleeping out is surely a case of concern and could certainly benefit from further investigation into the causes of homelessness for this demographic.

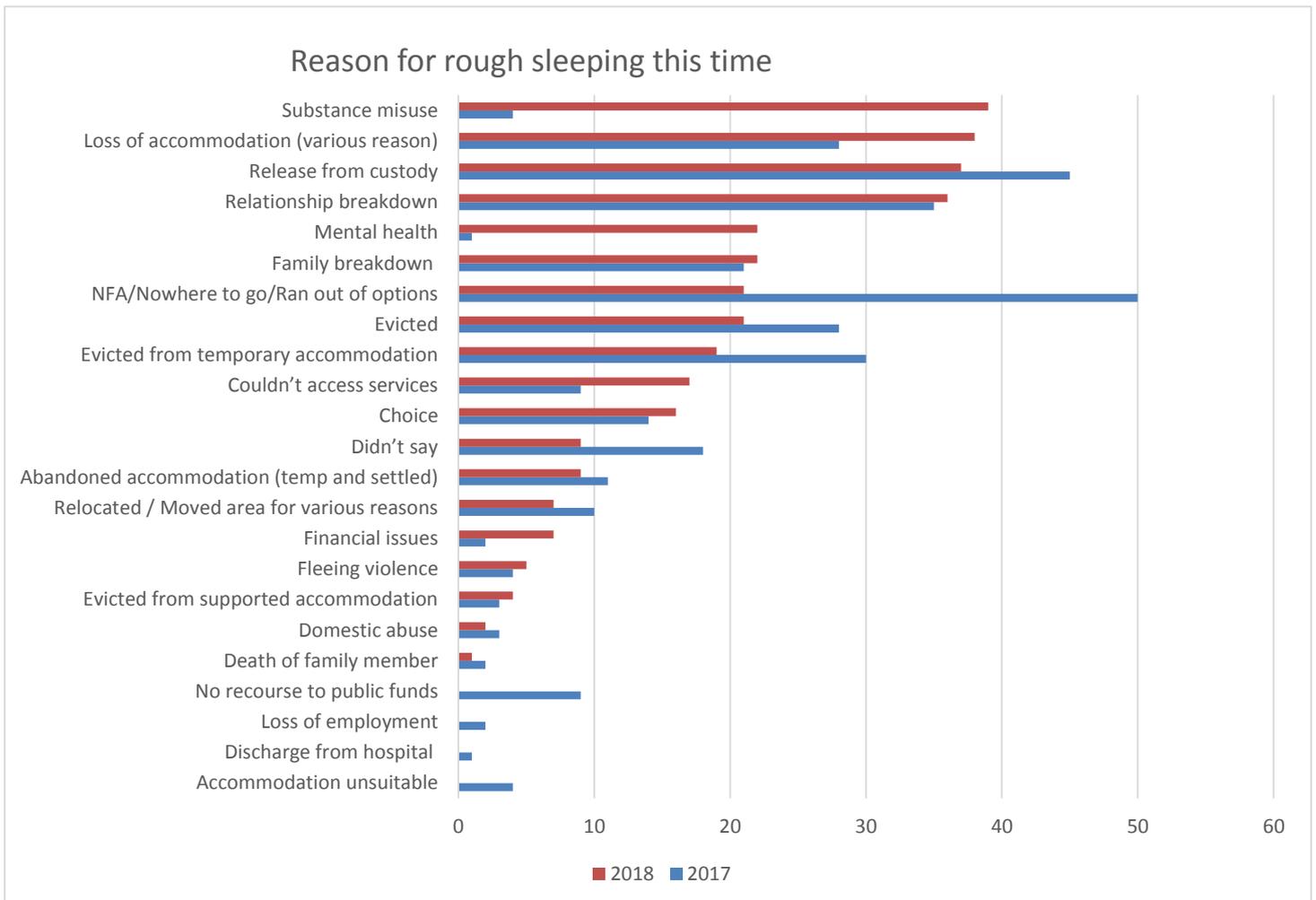


For the second year as part of the questionnaire individuals were asked why they were sleeping rough and what they believed had made them homeless in the first instance. There were many reasons given but they can be basically categorised as follows:

Reason stated for sleeping rough this time:

Reason for sleeping rough this time	Number 2017	Number 2018
Abandoned accommodation (temp and settled)	11	9
Accommodation unsuitable	4	0
Choice	14	16
Couldn't access services	9	17
Death of family member	2	1

Discharge from hospital	1	0
Domestic abuse	3	2
Evicted	28	21
Evicted from temporary accommodation	30	19
Evicted from supported accommodation	3	4
Family breakdown	21	22
Fleeing violence	4	5
Financial issues	2	6
Loss of accommodation (various reason)	28	38
Loss of employment	2	1
Mental health	1	22
NFA/Nowhere to go/Ran out of options	50	21
No recourse to public funds	9	0
Relationship breakdown	35	36
Release from custody	45	37
Relocated / Moved area for various reasons	10	7
Substance misuse	4	39
Didn't say	18	9



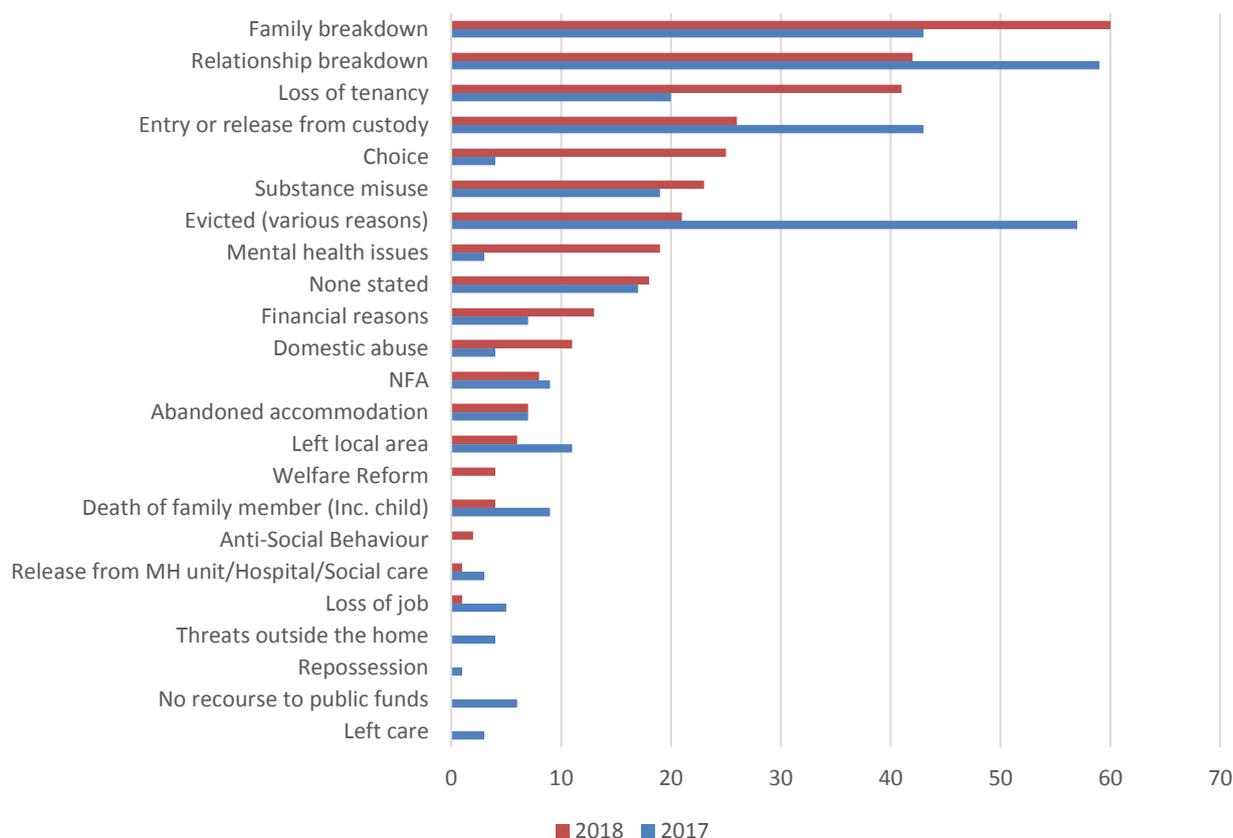
From the above figures, it is evident that the reasons for an individual sleeping rough on this occasion appear more varied than in the previous year. It remains that an

individual being evicted from or losing their accommodation, including temporary and supported accommodation, remains the primary reason for rough sleeping, at 82 instances, this is, however, down on the previous year. Again, despite the 'National Pathway for Homelessness Services to Children, Young people and Adults in the Secure Estate', there is still a large number of people sleeping rough who have been in custody, at 37 instances, which is a slight decrease from last year. Breakdown in relationships with either their partner or family members' remains a consistent reason for an individual's homelessness at 36 and 22 instances respectively. There has, however, been a substantial increase in the relative frequency that individuals cited either their substance misuse, at 39 instances, or their mental health issues, at 22 instances, as the instigating factor in their rough sleeping, which is of concern as it might be assumed that these individuals may fall into a priority need category. Furthermore, it may also be assumed that the individuals fleeing violence or domestic abuse, at 7 instances and those experiencing a death of a family member, 1 instance, may also fall into a priority need category which is further cause for concern.

Individuals were also asked to identify what they thought was the initial reason for them becoming homeless. The reasons given are as follows:

Reason for loss of last settled accommodation	Number 2017	Number 2018
Abandoned accommodation	7	7
Anti-Social Behaviour	0	2
Choice	4	25
Entry or release from custody	43	26
Death of family member (Inc. child)	9	4
Domestic abuse	4	11
Evicted (various reasons)	57	21
Family breakdown	43	60
Financial reasons	7	13
Left care	3	0
Left local area	11	6
Loss of job	5	1
Loss of tenancy	20	41
Mental health issues	3	19
NFA	9	8
No recourse to public funds	6	0
Relationship breakdown	59	42
Release from MH unit/Hospital/Social care	3	1
Repossession	1	0
Substance misuse	19	23
Threats outside the home	4	0
Welfare Reform	0	4
None stated	17	18

Reason for loss of last settled accommodation



Loss of accommodation, be it via eviction or other reasons, remained the most frequent instigator of an individual’s loss of last settled accommodation at 62 instances, whilst a breakdown in relationship with either a partner or a family member also remained high at 42 and 60 instances respectively. Yet again, entry or release from custody is a large reason for people becoming homeless at 26 instances. In line with the reasons given for an individual’s current rough sleeping, there has been a significant increase in the frequency that mental health issues have been cited as the primary reason for an individual’s loss of last settled accommodation, at 19 instances. This perhaps reflects both the increasing complexity of each individual’s situation but also our greater understanding of mental health issues as a society. There has also been an increasing frequency in the number of times an individual cited their own choice as the instigating factor, at 25 instances, and for the first time welfare reform was cited as the primary reason, at 4 instances.

Those interviewed were asked about their previous life experiences with regards to potential priority need categories. Again these results are based on the individuals’ responses. The responses are as follows:

Previous history	Number in 2016	Number in 2017	Number in 2018
Care	13 (5%)	54 (16%)	40 (12%)
Custody	85 (33%)	140 (42%)	145 (43%)

Armed forces	3 (1%)	9 (3%)	8 (2%)
Care and Armed Forces	2 (0.8%)	1 (0.3%)	2 (0.6%)
Care and Custody	8 (3%)	37 (11%)	23 (6%)
None	149 (57%)	158 (47%)	151 (45%)
Didn't say	1 (0.4%)	6 (0.8%)	11 (3%)

In 2016 it was not known what the time lapse was between the above incidences and the incidence of sleeping rough and so the questions were modified in 2017 to identify those who had been released from custody within the last 3 years and what the timing of this was. Of those who had been released from custody, 43 (29%) stated that they had been released within the previous 12 months, and 21 (14%) stated that it was in the previous 3 months, although the actual figure has potential to be significantly higher due to problems with data collection.

Despite the introduction in 2014 by Public Health Wales of the Hospital Discharge Protocol for Homeless People in Wales:

http://www.publichealthnetwork.cymru/files/5214/4613/4011/Hospital_Discharge_Protocol_for_Homeless_People_in_Wales_John_Bradley_Rhiannon_Hobbs_2014.pdf

123 individuals (37%) questioned reported that they had been discharged from hospital to no fixed abode compared to 66 individuals (20%) in 2017, with 21 individuals (6%) reporting that this was within the previous 12 months. This is certainly a worrying trend as it appears the introduction of the protocol has done little to reverse homeless individuals being discharged from hospital to no fixed abode.

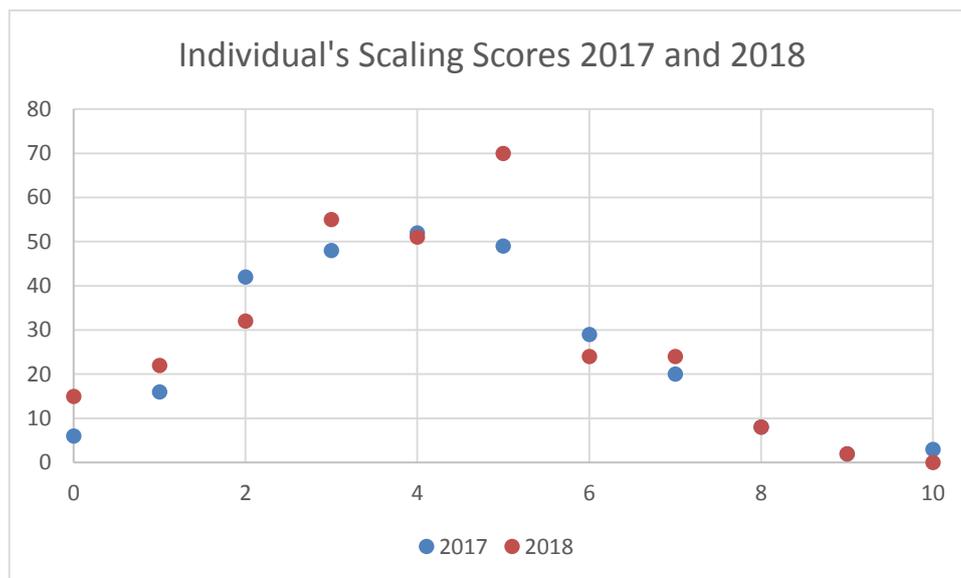
Of those asked, 182 individuals (54%) disclosed that they have a mental health issue compared to 142 individuals in 2017. Of the 182 individuals, 113 (62%) had a medical diagnosis; 14 individuals (12%) had been diagnosed in the past 12 months, 32 individuals (28%) in the past 3 years, and 60 individuals (53%) had been diagnosed over 3 years ago. 7 individuals (6%) didn't specify a time frame for their diagnosis. Of all those who completed the questionnaire, 94 (28%) reported that they had never had a mental health diagnosis whilst 39 individuals (12%) preferred not to answer. Of those disclosing that they have a mental health issue, 57 individuals (31%) reported that they were receiving some form of support or medication whilst 70 individuals (38%) stated that they had previously been hospitalised due to their mental health. These figures are broadly similar with last year's questionnaire, however, in percentage terms there is some variation. In 2017, 61 individuals (43%) who had a mental health diagnosis were in receipt of support or medication, so in percentage terms this has dropped substantially whilst the figures for those admitted to hospital for their mental health at 76 individuals (53%) has also dropped in percentage terms.

Building on the questions asked into individual's physical health from last year's questionnaire, 110 individuals (33%) disclosed that they had a diagnosed physical health condition compared to the 88 individuals (26%) from 2017. Of the 110 individuals, 20 individuals (18%) stated they had been diagnosed in the past year, 14 individuals (12%) in the past 3 years and 26 individuals (23%) had been diagnosed over three years ago. 50 individuals (45%) did not specify the time-frame of their diagnosis whilst 23 individuals (6% of 332) did not want to answer. Again, those in receipt of medication or support has fallen. In 2017, 76 individuals (86%) reported receiving some form of medication or support for their physical health condition

which is in stark comparison to this year's figures of 46 individuals (41%) receiving support.

As part of the questionnaire individuals were asked to rate how well they felt on a scale of 0-10:

Scaling score	Number	Percentage
0	6	2%
1	16	4%
2	42	12%
3	48	14%
4	52	15%
5	49	14%
6	29	8%
7	20	6%
8	8	2%
9	2	0.6%
10	3	0.9%
Didn't state	57	17%



Number of people quoting each scaling score

Following on from recommendations identified after the 2016 questionnaire it was felt that more needed to be understood about where people who were sleeping rough originated from. People were asked the following regarding their ethnicity and nationality. The responses are as follows:

Ethnicity	Number 2017	Percentage 2017	Number 2018	Percentage 2018
White	310	93%	293	88%
Black	3	1%	5	1%
Asian	0	0	3	1%
Mixed	3	1%	9	3%

Other	0	0	0	0
Undisclosed	18	5%	22	7%

The table below shows the stated nationalities of those questioned. 246 people (73%) stated that they had a nationality within the UK and Ireland. Of the remaining people asked the vast majority didn't state their nationality.

Nationality	Number 2017	Percentage 2017	Number 2018	Percentage 2018
British	155	47%	133	39%
Welsh	88	26%	101	30%
English	17	5%	10	3%
Irish	4	1%	2	1%
Asian British	1	0.3%	0	0
Czech Republic	1	0.3%	0	0
Polish	8	2%	7	2%
Portuguese	2	0.3%	0	0
Sudanese	0	0	1	>1%
Nigerian	0	0	1	>1%
Zimbabwean	1	0.3%	0	0
Lithuanian	0	0	1	>1%
Didn't state	55	16%	75	21%

Following on from the 2016 exercise it was also felt that more needed to be understood about individuals' local connection to the area they were presenting in and /or where people had previously been living. For this purpose people were asked to say what their last settled address had been. Of those questioned 156 (49%) stated that their last settled address was in the Local Authority in which they were presenting.

Local connection	Number 2017	Percentage 2017	Number 2018	Percentage 2018
Local connection in presenting LA	202	60%	156	49%
Local connection in another LA in Wales	39	12%	37	10%
Local connection in rest of UK	25	7%	10	2%
Connected to Europe	8	2%	8	2%
Connected to Rest of the World	0	0	0	0
Didn't state	60	18%	122	37%

Conclusions

- There has been a less than 1% decrease in the number of questionnaires completed during the two-week count compared to 2017, with the actual numbers falling from 334 to 332. This is broadly in line with Welsh Government's rough sleeping figures that has an increase of less than 1% with the actual numbers rising from 345 to 347.
- Although the number of individuals who stated that they had been sleeping rough for years remained at the same level as last year, 10%, it is promising to see that the number of individuals whose rough sleeping has lasted 'months' has fallen from 36% to 30%.
- As in the two previous years the vast majority, 86% of respondents, stated that they would like help to stop sleeping rough. This ranges from signposting to accommodation providers and providing financial support to providing a home and support to deal with additional issues such as substance misuse or mental health problems.
- As in the two previous years, the majority of people sleeping rough are male. Of those females who are sleeping rough most are in urban or semi-urban Local Authorities. This may highlight a need for female specific services in these areas.
- Unlike the two previous years, the majority of people questioned were under the age of 40, with the age range of 30-39 being the most well represented, with 33% of all respondents. It is also worrying to see an increase in the numbers of individuals sleeping rough over the age of 50. Although there has been a slight decrease in the numbers of people under the age of 30 sleeping rough, it is still concerning that there are a number of individuals (7) under the age of 21 who are sleeping rough.
- From the figures it can be seen that, in line with the previous two years, eviction or loss of tenancy for various reasons is the most frequent reason for people sleeping rough on this occasion. This includes a range of accommodation options including temporary and supported accommodation. It is also clear that many individuals have exhausted all other options including sofa surfing and ended up sleeping rough. Relationship and family breakdown is also a common reason for people finding themselves sleeping rough. There has also been a substantial increase in the number of individuals who cited their mental health or substance misuse issues as the instigator of their rough sleeping.
- Despite the "National Pathway for Homelessness Services to Children, Young People and Adults in the Secure Estate" there are still a large number of people sleeping rough who have recently been in custody. Of those individuals who stated the time of their release, nearly all of respondents had been released in the past three years, and 49% had been released in the past 12 months. It is hoped that the recommendations from the recent Welsh Government commissioned research by Glyndwr University will be acted upon to break this cycle. Furthermore, the creation of the role of 'LDU network co-ordinators' will hopefully go some way to improve relationships between Probation, Resettlement and Housing Options teams.
- Domestic abuse and fleeing violence although smaller numbers continue to be of concern as are mental health, substance misuse, death of a family

member and discharge from hospital as it might be assumed that these individuals may fall into a priority need category.

- As in previous years a large proportion also stated that they had been in care in the past and a significant number stated that they had experienced both care and custody. This might affect how we develop and deliver services for care leavers in the future.
- 37% of those questioned stated that they had been discharged from hospital to no fixed address and went back to sleeping rough. This is particularly worrying as this an increase of 17% on the previous year.
- A growing number of individuals cited their mental health issues as the reason for them becoming homeless or sleeping rough and the number of individuals identifying as having some sort of mental health issues is also increasing. Of those disclosing a mental health issue, only 31% reported being in receipt of support or medication, which is a fall from 43% on the previous year, which is obviously a worrying development. There may be a need for a different or further question regarding mental health to understand which issue came first; homelessness or mental health problems.
- A large number of individuals also stated that they had a physical health condition and worryingly again the number of those in receipt of support or medication has fallen drastically from 86% to 41%. It would be useful to understand what has instigated such a dramatic fall and the potential barriers to rough sleeping individuals from accessing the required services.
- As in previous years the majority of people rated their feeling of wellness at 5 or below. It might be useful in future years to compare this with some kind of control group to see how this might differ.
- Similar to previous years, the vast majority of respondents were white and from somewhere within the UK. The majority of other people who stated a nationality came from within Europe.
- Just under half of the respondents tended to sleep rough in the area to which they had a local connection. Where this was not the case the person was often from a neighbouring Local Authority or a near one within Wales.

Recommendations following the questionnaires

- Work with all partners to better understand the causes and consequences of substance misuse to better meet the needs of people who identify this as a contributing factor to their rough sleeping
- Share good practice of embedding mental health practitioners (CPNs etc) in Housing Options and support services to better understand the needs of those presenting with a mental health need
- Further work to understand the impacts of Welfare Reform on those who end up sleeping rough
- Continue to work with HMPPS, the newly appointed pathway co-ordinators and the regional prisoner resettlement groups to improve outcomes and reduce rough sleeping for those coming out of custody
- Improve the delivery of the hospital discharge protocol to reduce the number of those sleeping rough directly from hospital. More work needs to be done between hospital wards and housing options teams to ensure that the Hospital Discharge Protocol is followed when a homeless person is being discharged from medical care. The provision of hospital discharge specific homeless prevention officers should help to try to prevent this trend.
- Identify the barriers to accessing support for mental and physical health conditions for those sleeping rough
- Understand the reasons for the majority of rough sleepers identifying a desire to receive support and yet not believing they have received it. Potential for a further question in future questionnaires
- Develop innovative ways of providing a range of services and engaging with rough sleepers where they are; such as multi-agency teams (including medical professionals), welfare vehicles, out of hours provision
- Study the reasons for eviction of those sleeping rough in order to improve outcomes for others in the future. This could be a follow up question in future questionnaires.

Comments on the Welsh Government's Rough Sleeping Action Plan

Where feedback is available, comments have been added following each relevant point of the Action Plan.

Prevention

2. Conduct research to understand the causes of the recent increase in rough sleeping and identify opportunities to improve its prevention, including the role and suitability of emergency and temporary accommodation. (By July 2018)

Comment: It is unclear whether this has happened and whether any research was published.

3. Promote the prevention of rough sleeping through emergency housing arrangements and maximising the effectiveness of homelessness prevention under s66 of the Housing (Wales) Act 2014, and, where rough sleeping cannot be prevented, support a no second night out approach.

Comment: The numbers of people still sleeping rough in some Authorities whilst 'emergency housing units' are left vacant, suggests that what's on offer is not always suitable to those in need. No initiative such as no second night out has been introduced as of yet.

4. Promote and engage with the work being undertaken to reduce the impact of Adverse Childhood Experiences (ACEs), to help address contributory factors to rough sleeping in later life. This will include training for workers in trauma informed practice and related skills to help them to support rough sleepers with an appropriately sensitive and empathetic approach. (By December 2018)

Comment: It is positive that much work has taken place with supporting the 3rd sector to embrace this crucial area of our work, but it isn't clear how much work has been done to embed this into statutory services. Implementing PIEs is currently not an eligible activity, it really needs to be in the new HSG.

Support

5. Foster, through guidance and advice, the application of Supporting People resources to support rough sleepers into accommodation and to help them sustain that accommodation in order to help them avoid further rough sleeping. (From April 2018)

Comment: We positively welcome the shift towards more SP contracts being tenure neutral, subsequently allowing services to work with rough sleepers. We welcome any move that frees providers up to spend funding in ways that can be demonstrated as having most impact.

6. Promote services which help build the skills and confidence of rough sleepers and help them to access training and employment, including day services. This will include a report on effective practice. (By December 2018)

Comment: With regards to the report on effective practice of rough sleepers accessing training and employment – it's not clear whether such a report was issued.

Widening the eligible activity scope of SP contracts would enable providers to offer more of this type of support.

7. Encourage the development of peer support to help rough sleepers move away from the streets, including training for peer mentors. (From April 2018)

Comment: We have not noticed any particular drive in encouraging this type of crucial support across LAs in Wales.

8. Promoting a positive message to the public about the best way to help a rough sleeper, and raise awareness of the difference between street based activity and those who are actually homeless. (From October 2018)

Comment: It'd be good to get some examples of, or clarity around, how this has been done at a systemic level.

Little to no evidence exists that suggests diverted giving schemes have any significant impact on the public's response to begging, and inappropriate messaging can be detrimental to the homeless community, yet some LAs have been hasty in their attempts to set such schemes up without thorough planning and preparation.

Messaging from within LAs into the public domain has been insensitive and has ultimately exacerbated the negative stereotypes and stigmas held against homeless people.

Outreach

9. Promote assertive outreach services and a case management approach to help each individual rough sleeper to secure accommodation, supported by an appropriate IT system. (From March 2019)

Comment: We encourage the development of assertive outreach through mobile provision and openness to innovation from the third sector, for example; Safe Space.

Emergency Accommodation

11. Ensure access to safe emergency accommodation with support is available throughout the year, by widening the range of provision and improving move-on to release bed spaces. This should be evidenced in statutory homelessness reviews and strategies. (From January 2019)

Comment: Some of the systems and referral processes set up to facilitate access to residential provision can at times cause delays in allocating people to beds resulting in unacceptable and unnecessary void levels.

12. Review severe weather plans and ensure they all offer appropriate protection and support for rough sleepers, and proactively help them to access more suitable housing and support. (By March 2018 and November 2018)

Comment: Some LAs' SWP only become active upon there being 2 nights of adverse weather/temperatures. SWP provision should be initiated so that people are prevented from having to sleep rough in any severe weather.

Housing First

13. Encourage the application of Housing First principles (and review experiences of implementation) to enable rough sleepers to find settled accommodation, including the use of individual budgets to aid resettlement and incentives to improve access to the private rented sector. (By October 2018)

Comment: We welcome the roll out of trailblazer funding and the commitment to HF. However, there remains disputes between RSLs and support providers on the legalities surrounding flexible substance misuse policies. The could potentially undermine the national roll out of HF.

Legislation and statutory guidance

14. Require local authorities to review the needs of rough sleepers in their area and plan to meet their needs within their local homelessness strategies to meet duties under ss50-52 of the Housing (Wales) Act 2014. Planning should include addressing the needs of women, couples, and people with pets. (By December 2018)

Comment: Local Authorities are encouraged to embrace the agility of the third sector. The Wallich acknowledges the magnitude of this challenge. The third sector wants to support more through co-production.

15. Provide stronger statutory guidance on rough sleeping, to ensure effective application of homelessness legislation to improve outcomes for rough sleepers. This will include clearer guidance on assisting those with no local connection, to ensure they receive personalised assistance to secure accommodation. (By July 2018)

Comment: We are not aware of any such guidance being provided, but we feel strongly that it is required.

16. Consider the case for amending secondary legislation to modify priority need groups, including rough sleepers. (By January 2020)

Comment: We are unaware of any progress with this, but we very much welcome its consideration going forward.

Measuring and Monitoring

18. Review the annual national two week data gathering exercise to ensure appropriate details are collected of people claiming to be sleeping rough to assist policy development. By July 2018

Comment: It is unclear whether such a review has taken place, and if so, what impact the review had.

Funding

19. Provide funding to drive a reduction in rough sleeping, encouraging innovative approaches to tackle the problem, including incentives for private landlords. (From February 2018)

Comment: With regard to incentives for private landlords, it is unclear whether work on this has taken place. More information on this would be useful.

The new money that has been made available is welcomed, but the unknown/short term nature of it does impact on how effectively it can be used. We urge a shift towards all funding being awarded on longer term arrangements.

20. Invest in accommodation solutions and services specific to the needs of young people as alternatives to sleeping rough, working with the End Youth Homelessness Partnership. (From February 2018)

Comment: Innovation has been stifled due to a lack of appropriate land being made available.

Joint working

21. Improve access to health and substance misuse services for rough sleepers, through improved implementation of the Welsh Government's Health Standards for Homeless and Vulnerable Groups. This will include development of model joint working protocols for engaging mental health and substance misuse services with rough sleepers. (From April 2018)

Comment: We are unaware of any significant shift in such services becoming more accessible.

22. Strengthen pathways between services across local authorities, voluntary agencies, health and housing sectors, to ensure that staff have sufficient awareness and training to appropriately signpost and enable individuals to navigate through the system to access the help they need. (From April 2018)

Comment: Prisoner Pathway still appears to be ineffective.

Promoting Good Practice

24. Convene a national conference on rough sleeping to explore best practice across the UK and internationally. (By November 2018)

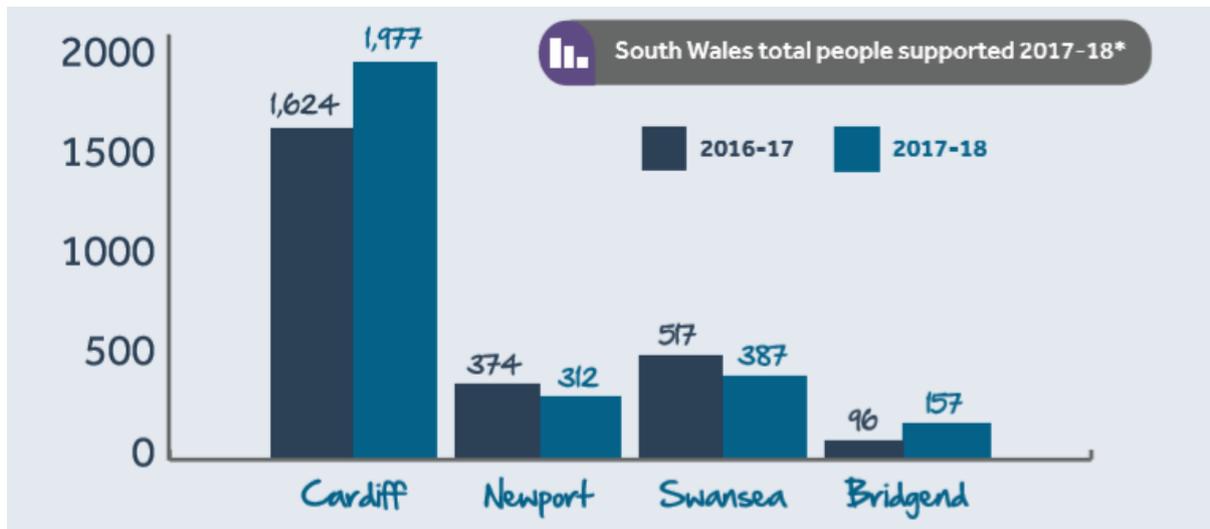
Comment: We are unaware of any progress on this point.

Inquiry into rough sleeping – numbers and demographics

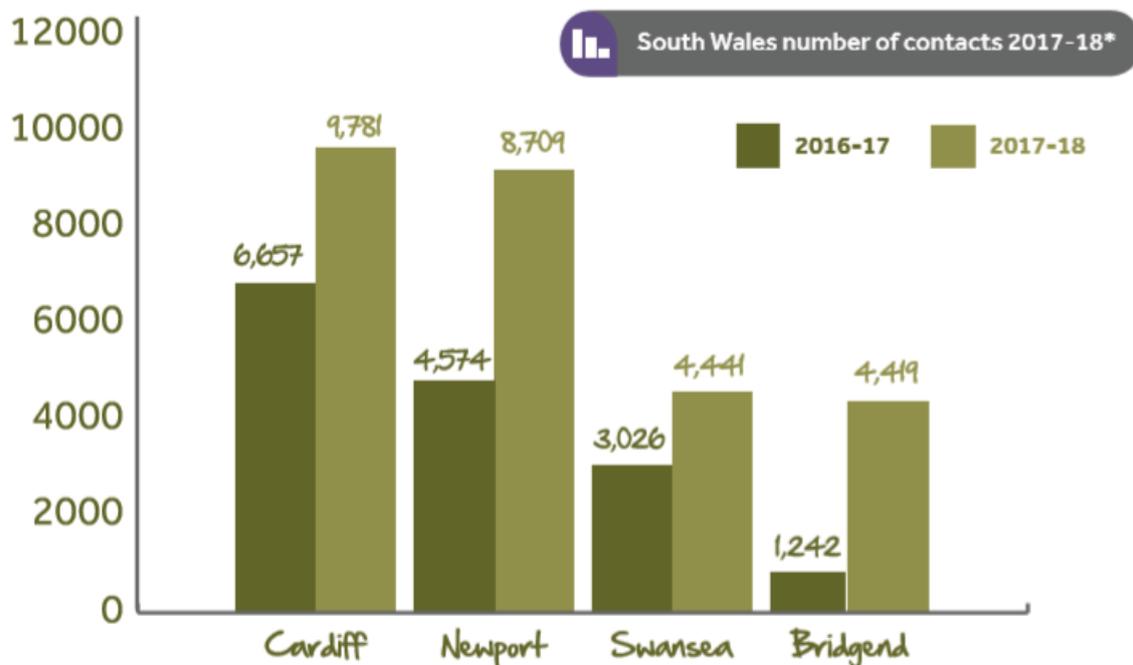
Data comes from The Wallich's recently published South Wales Street Based Lifestyle Monitor, available online here: https://thewallich.com/wp-content/uploads/2019/02/SBL_Report2018.pdf

Numbers

The number of people seen by the Rough Sleeper Intervention Teams in South Wales increased by 9% from 2016-17 to 2017-18.

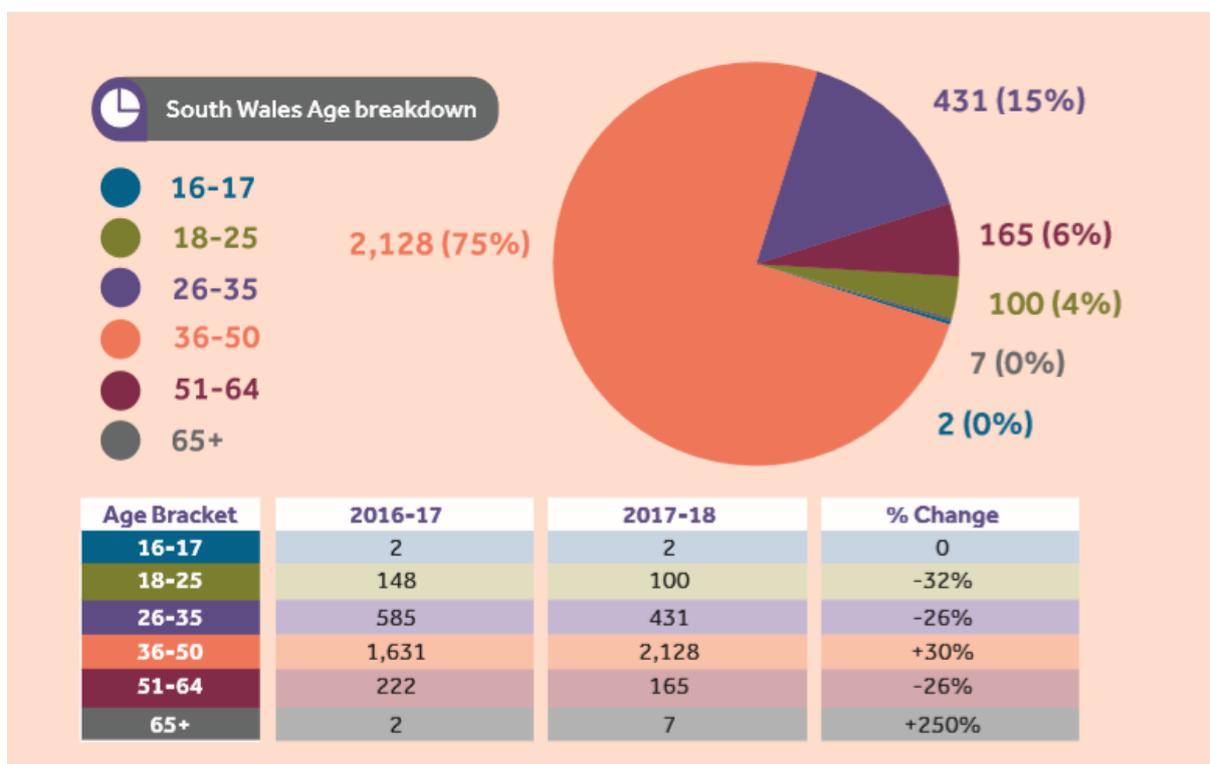
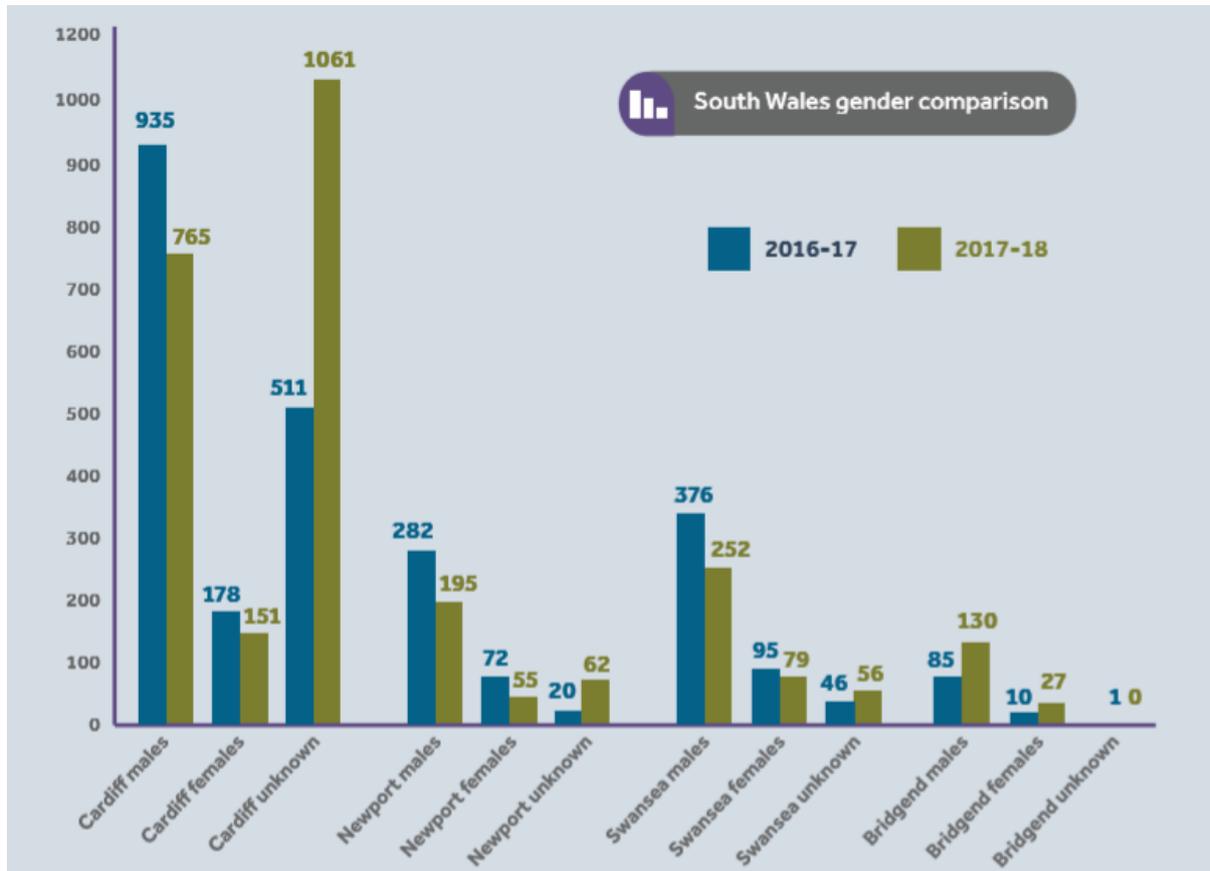


The number of contacts recorded between 2016-17 and 2017-18 rose by 74%. 'Contacts' refer to any engagement made between the team and a person, and as such, the same people can be counted several times. The table below clearly demonstrates that the extent of rough sleeping has increased significantly.



Demographics

As standard, we publish data about the age and gender of our clients.



Perceived demographics of NRPF clients

We recently carried out some internal research about NRPF clients – not just people sleeping rough, it should be noted, though they all would have a vulnerable housing situation.

Cardiff:

Mostly males (as high as 90%) with quite a wide age range of 20-60 from Eastern Europe; countries include Poland, the Czech Republic, and Lithuania.

Newport:

One service mentioned predominantly males over 35, from a variety of countries. Another said: demographics seem to include Polish people, some middle aged and some younger – around twenty.

Swansea:

Mostly Eastern Europeans

Mae cyfyngiadau ar y ddogfen hon

Introduction

1. Disability Wales/Anabledd Cymru (DW) is the national association of disabled people's organisations in Wales striving for the rights and equality of all disabled people, including for independent living. Our core role is to reflect the views of our members to Government with the aim of informing and influencing policy.
2. Disability Wales subscribes to the Social Model of Disability, by which we mean that "disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others" (*UN Convention on the Rights of Disabled People*). Disability Wales has been at the forefront of campaigning for disabled people in Wales to have the right to Independent Living.
3. Disability Wales welcomes this opportunity to respond to this inquiry on the Welsh Blue Badge Scheme. This response has been informed by the view and experiences of disabled people. In writing, this response we have consulted with disabled people through an online survey which received 136 responses and a focus group attended by disabled people.

Extending Eligibility Criteria

4. Our survey results showed a mixed response to whether the Blue Badge Scheme should be extended in Wales. 49 per cent of respondents to our survey thought that the current eligibility criteria for Blue Badges should be extended.

"Include diagnosis of autism, I had to go in depth to explain how my daughter's condition affects her mobility day to day and how we need the larger spaces etc. It's annoying I had to get a letter off a specialist health visitor to back us"

5. We welcomed the extension to eligibility in 2014, which widened eligibility for people with autism and more recently the introduction of temporary blue badges. Our survey results suggest that public awareness of this extension is low. As many respondents were unaware that people with autism or mental health conditions could now be eligible for a Blue Badge.
6. Since the 2014 extension, many disabled people have lost automatic entitlement to their Blue Badge due to changes in the level of Personal independence Payment (PIP) that they receive. We would welcome a review of the eligibility criteria that helped clarify the entitlement of people with long term health conditions and / or impairments that may no longer be entitled to PIP.

“Currently we are unable to access activities and days out other families can. A blue badge would reduce the barriers and allow us to access more opportunities. This is the case across Wales but not? just our family”

7. Extending the eligibility of the Blue Badge scheme would allow more disabled people to easily access leisure, retail and work opportunities, reducing social isolation and loneliness. However, with more badges in circulation, the number of accessible parking bays would also need to increase.

The Practical Implementation and Consistency of the Blue Badge Scheme across Wales

“We were refused as my son is not physically disabled. They didn't consider that a disabled badge would make life less dangerous for me and him being able to park closer and having more room. He kicks and punches cars if they park too close and tends to not leave the car if we are too far away”

8. Many respondents without automatic entitlement to a Blue Badge experienced difficulties in applying for their badge. There appears to be a postcode lottery in Wales in relation to how discretionary applications are assessed across local authorities. This is particularly the case for people with autism.

“When my son was under 3 and a wheelchair user I was told there was no way I could have a blue badge without full mobility element of DLA which I could not apply for till he was three. This made life very difficult for us”

9. There seems to be inconsistencies relating to the eligibility criteria set for Blue Badges and the information provided by local authorities. Parents of disabled children have reported being told that their children were too young to receive a Blue Badge, despite having an impairment or health condition and being over the age of two.
10. We understand the need for discretion when assessing eligibility for people without automatic entitlement to a Blue Badge. However, the current inconsistencies across Wales in how applications are assessed is not working for some disabled people. We would like to see the guidance to local authorities in relation to assessments of discretionary badges strengthened. A review of the assessment process would ensure that assessments of discretionary badges are consistent across Wales.
11. We have also noticed inconsistencies in the way Blue Badges are renewed. Some of our members with long term health conditions and / or impairments are having to undergo a full assessment when renewing

their Blue badges. In situations where an individual has a long-term progressive health condition or impairment, we would welcome the award of badges for a period longer than three years that reflects the fact that the condition will not improve.

“I sent evidence needed using my smart phone. Took photos of PIP evidence and ID and emailed it to the council all using my phone. I didn’t have to attend the Council office like last time. It was a much easier process for me than trying to find time to get there and find accessible parking space. Difficult last time”

12. The majority of respondents to our survey applied for their Blue Badge in person at their local Council Offices (39 per cent). When asked how they would prefer to apply 63 per cent of respondents stated they would prefer to apply online.
13. Although the majority of respondents preferred online applications, it is important to note that many disabled people do not have access to the internet, therefore a range of applications options should be made available.

“They are well monitored in town etc. by traffic wardens but supermarkets etc. have a long way to go. Businesses need to monitor their spaces not just provide and then ignore”

14. 76 per cent of respondents thought that Blue Badge spaces are not monitored well. Our members told us that they are often unable to park due to non-blue badge holders occupying accessible parking spaces.
15. We would like to see stronger enforcement levers used against drivers who park in accessible parking bays without displaying a blue badge.
16. 47 per cent of respondents reported experiencing difficulties when parking with their Blue Badge. These difficulties range from problems in finding a space due to a lack of accessible parking bays, receiving abuse from members of the public when using their Blue Badge to park and non-badge holders taking up accessible parking bays.
17. Our survey respondents highlighted issues with the lack of accessible parking bays with extra space to allow easier wheelchair / mobility scooter access. One member who uses a mobility scooter explained that she did not necessarily require a parking space close to the building, but one with enough space for her to transfer easily from her scooter into the car, for example. Clearer guidance on the amount and size of accessible parking bays should be made available to local authorities and organisations with car parking facilities.

“Some people challenge me as I don’t ‘look’ disabled - people still think it’s for wheelchair users”

18. We are concerned about the number of disabled people experiencing abuse from members of the public when using their Blue Badges. It is not acceptable that disabled people are being victimised for using a facility they are entitled to. We would like to see a public awareness campaign aimed at reducing discrimination towards disabled people. From our survey results we have noticed this abuse is particularly targeted at people with hidden impairments and health conditions. It is important that any public campaigns features a range of disabled people with varying impairments and health conditions.

The Support and Information That is Available to Blue Badge Applicants in Wales

“I was told I could apply. When I applied I was told no because my son wasn't physically disabled - so in fact I couldn't apply”

19. 28 per cent of respondents to our survey felt that they did not have adequate access to information and advice when applying for their Blue Badge.

“I wish I had known earlier that I didn't need a PIP decision to be eligible for one. I had been avoiding completing a PIP application as I knew how bad it would be, but was really struggling to walk, and to get out of the car in tight spaces. When the physiotherapist at the hospital said her medical report would be enough I could have cried”

20. Many respondents reported being told by their local authority that they were not eligible for a Blue Badge as they did not receive DLA or PIP. It is clear that incorrect advice and information is being offered to members of the public in relation to eligibility criteria. Inconsistent information will prevent disabled people from applying for a Blue Badge and can contribute to loneliness and social isolation. It is important that all advisors and assessors are aware of current eligibility criteria to ensure that prospective applicants receive the correct information and that assessments are completed correctly. Additionally, more needs to be done to raise awareness of eligibility criteria amongst the public.

“They didn't want to pay for BSL interpreter for interview. But email communication was eventually accepted as a way of application”

21. Our members highlighted a number of issues they faced when accessing information on the Blue Badge application process. Firstly, members with a vision impairment were not able to access digital information on the scheme because, a) the file format was not compatible to screen-reading software and, b) they did not have access

- to the internet where most information on the scheme is held. Secondly, members with learning difficulties were reliant on other people to interpret the information as easy-read versions were not readily available. Thirdly, disabled people asked to attend a face-to-face interview were not provided with appropriate communication support.
22. We would like to see information relating to Blue Badges made available in alternative formats. These should include; accessible digital versions (word format), easy-read, British Sign Language videos and printed accessible materials for people without internet access. Furthermore, it is not acceptable that disabled people are being refused access to communication support when asked to attend a face-to-face assessment. Under the Equality Act 2010 local authorities have a duty to provide reasonable adjustments which would include providing appropriate communication support and information in alternative formats.

Conclusion

23. Overall, the majority of respondents to our survey (80 per cent) were satisfied with their experience of applying for and using their Blue Badge in Wales.
24. There is a clear need for improvements to the scheme including; better access to accessible information and increased enforcement of parking bays. We would like to see improvements to the information provided to the public by Local Authorities in relation to eligibility criteria. In addition, clear guidance needs to be issued to Local Authorities to end the current postcode lottery system and ensure assessments are carried out consistently across Wales.
25. Lastly, we would encourage the launch of a public campaign to raise awareness of the Blue Badge Scheme and eligibility criteria, which may help increase applications and reduce abuse from members of the public towards Blue Badge holders.

Eitem 4.1

Y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau

21 Mawrth 2019 – clawr y papurau i'w nodi

Rhif y papur	Mater	Oddi wrth	Gweithredu
ELGC(5)-10-19 Papur 9	Blaenraglen waith	Swyddfa Archwilio Cymru	Llythyr gan Swyddfa Archwilio Cymru mewn perthynas â'r ymgyngoriad ar y rhaglen waith tair blynedd
ELGC(5)-10-19 Papur 10	Bil Rhentu Cartrefi (Ffioedd etc.) (Cymru)	Y Gweinidog Tai a Llywodraeth Leol	Llythyr gan y Gweinidog Tai a Llywodraeth Leol mewn perthynas â'r Bil Rhentu Cartrefi (Ffioedd etc.) (Cymru)

Ymgynghoriad ynghylch rhaglen waith dair-blynedd i'r dyfodol

Yn ystod Rhagfyr 2018 a Ionawr 2019, bûm yn [ymgyngori](#) ar gynigion i fod yn sail ar gyfer datblygu rhaglen waith archwilio dair-blynedd. Rwyf yn ddiolchgar iawn i'r lluo o sefydliadau ac unigolion a atebodd.

Fe eglurais ar y pryd, gan mai hon yw fy rhaglen waith gyntaf fel Archwilydd Cyffredinol, fy mod yn awyddus i sicrhau ei bod yn ymdrin â'r materion mawr sy'n wynebu gwasanaethau cyhoeddus Cymru, a'i bod hefyd yn ein galluogi ni i gynnig sylwebaeth fanwl ar lywodraethu, rheoli a darparu gwasanaethau. Roedd y cynigion yr oeddwn yn ymgynghori yn eu cylch wedi eu hangori yn y themâu canlynol:

- Risgiau a chyfleoedd allweddol sy'n wynebu gwasanaethau cyhoeddus Cymru, megis cyni, newidiadau demograffig, Brexit, trawsnewid digidol a'r gwasanaethau cyhoeddus;
- Llywodraethu a rheoli cyrff cyhoeddus Cymru; a
- Chyflawni rhaglenni, prosiectau a gwasanaethau allweddol.

Gwahoddwyd oddeutu 180 o sefydliadau neu unigolion i roi eu barn a derbyniasom gyfanswm o 55 o atebion. Daeth yr atebion hynny'n bennaf oddi wrth sefydliadau yr ydym yn eu harchwilio ond hefyd o amrywiaeth o ffynonellau eraill gan gynnwys cyrff cynrychioliadol, y trydydd sector, aelodau o'r Pwyllgor Cyfrifon Cyhoeddus a thimau clericio pwyllgorau'r Cynulliad Cenedlaethol, yr undebau a chyrrff proffesiynol.

Bu'r atebion a dderbyniasom yn gymorth i ni flaenoriaethu nifer o'r astudiaethau arfaethedig, a dangosent gefnogaeth / diddordeb mewn amrywiaeth eang o'r testunau yr oeddem wedi eu cynnwys yn ein hymgyngoriad. Heb fod yn syndod, roedd cydbwysedd yr atebion, i ryw raddau, yn adlewyrchu perthnasedd uniongyrchol i'r sefydliadau oedd yn ymateb. Er hynny, mae'n glir fod llawer o'r rheiny a atebodd yn croesawu'r cyfle i roi sylwadau ar sail traws-sector a chan edrych fwy nag un flwyddyn ymlaen. Ochr yn ochr â'r atebion i'r ymgynghoriad, mae fy syniadau ynghylch y ffordd y byddwn yn datblygu ein gwaith wedi bod yn seiliedig ar y lluo mawr o sgysiaid y bûm yn eu cael dros y chwe mis diwethaf â Phrif

Weithredwyr ac uwch swyddogion ar draws y cyrff a archwilir gennym a sefydliadau eraill sy'n bartneriaid.

Pwysleisiais, fel rhan o'r ymgynghoriad, bwysigrwydd cadw hyblygrwydd o fewn fy rhaglen er mwyn ymateb i unrhyw faterion sy'n codi neu rai annisgwyl. Er hynny, bydd mapio cynllun tymor canol ar gyfer fy ngwaith yn rhoi golwg gliriach ymlaen i'r amrywiol randdeiliaid. Byddaf yn rhoi manylion llawnach am fy nghynlluniau dros y cyfnod o dair blynedd yn dilyn rhagor o weithgaredd ymgysylltu.

Yn y cyfamser, rwyf wedi cynnwys atodiad i'r llythyr hwn sy'n rhoi trosolwg ar waith newydd y bwriadaf ei ddatblygu yn 2019-20 fel rhan o'm rhaglen o astudiaethau cenedlaethol. Mae hyn yn cynnwys gwaith archwilio lleol thematig ar draws sectorau penodol a gwaith i ddilyn i fyny ar astudiaethau blaenorol. Er mwyn cyflawnrwydd, rwyf hefyd wedi rhoi manylion am waith oedd yn mynd ymlaen cyn yr ymgynghoriad, fydd yn rhedeg i mewn i 2019-20.

Wrth benderfynu ar y cynlluniau penodol ar gyfer darnau unigol o waith, byddwn yn ystyried sylwadau a godwyd drwy'r ymgynghoriad ac yn cysylltu â phartion allanol perthnasol. Peidiwch ag oedi, os gwelwch yn dda, rhag cysylltu â ni os oes gennych unrhyw sylwadau pellach ynghylch y testunau yr ydym wedi eu blaenoriaethu ar gyfer 2019-20, y dymunech inni eu cymryd i ystyriaeth.

Eglurais, fel rhan o'r ymgynghoriad, fy mod yn awyddus i lunio adroddiadau byrrach a mwy miniog, defnyddio dadansoddiad data i raddau mwy helaeth, cyhoeddi mwy o sylwebaeth mewn amser real ar y materion o bwys sy'n wynebu'r gwasanaethau cyhoeddus, a defnyddio cyfryngau gwahanol i gyfleu ein negeseuon. Nod ehangach hyn oll yw manteisio ar ein persbectif, ein dealltwriaeth a'n sylfaen unigryw o wybodaeth, gan adeiladu ar yr enw da sydd gennym eisoes a bod yn fwy gweladwy yn y ffordd yr ydym yn ymgysylltu â'r cyrff yr ydym yn eu harchwilio ynghyd â phobl Cymru yn fwy cyffredinol. Rydym eisoes yn defnyddio'r hyn a ddysgwyd oddi wrth enghreifftiau cadarnhaol diweddar i fod o gymorth i ddatblygu ein dulliau yn y dyfodol, gan gynnwys teilwra mwy o'n gwaith i adlewyrchu safbwyntiau dinasyddion a defnyddwyr gwasanaeth.

Unwaith eto, rwyf yn dra diolchgar am yr amser a dreuliwyd yn ystyried ac yn ymateb i'n hymgynghoriad ac edrychaf ymlaen at gydweithio gyda chi wrth i ni symud ein rhaglen archwilio yn ei blaen.

Yn gywir



ADRIAN CROMPTON
Archwilydd Cyffredinol Cymru

Atodiad: Rhaglen waith astudiaethau cenedlaethol 2019-20

Gwaith oedd wedi cychwyn eisoes cyn yr ymgynghoriad diweddar¹

Tudalen y pecyn 94

Gwella llesiant pobl ifanc	Rydym yn tynnu data at ei gilydd i roi trosolwg ar dueddiadau perthnasol a byddwn hefyd yn tynnu sylw at wersi allweddol i Lywodraeth Cymru eu dysgu ar sail ein hadolygiad o faterion gan gynnwys rhieni ifanc, gofalwyr sy'n oedolion ifanc, digartrefedd, iechyd meddwl, swyddi a sgiliau.
Gwasanaethau Gofal Sylfaenol	Yn dilyn ymlaen o'n Hadroddiad Darlun o Ofal Sylfaenol , byddwn yn adeiladu ar waith archwilio lleol i ystyried a yw byrddau iechyd mewn lle da i weithredu'r weledigaeth strategol ar gyfer gofal sylfaenol.
Cronfa Gofal Integredig	Mae'r adolygiad traws-sector hwn wedi ystyried a yw'r Gronfa Gofal Integredig yn cael ei defnyddio'n effeithiol i ddarparu gwasanaethau cynaliadwy sy'n cyflawni canlyniadau gwell i ddefnyddwyr gwasanaethau.
Gwasanaethau Orthopedig	Rydym yn dilyn i fyny ein hadroddiad yn 2015 er mwyn edrych yn fanwl ar y graddau y mae argymhellion archwiliadau blaenorol wedi cael eu gweithredu ar lefel genedlaethol a lleol. Bydd y gwaith yn canolbwyntio ar wasanaethau dewisol, er y bydd effaith galw brys / heb ei gynllunio ar y gwasanaethau hyn hefyd yn cael ei ystyried.
Trefniadau llywodraethu ansawdd yng nghyrrff y GIG	Fel estyniad i'n gwaith asesu strwythuredig yng nghyrrff y GIG rydym yn archwilio trefniadau llywodraethu ansawdd yng nghyrrff y GIG, gan ganolbwyntio'n arbennig ar y trefniadau sy'n sail i waith pwyllgorau ansawdd a diogelwch.

¹ Mae'r rhestr hon yn cynnwys gwaith oedd wedi cychwyn eisoes cyn yr ymgynghoriad, fydd yn rhedeg i mewn i 2019-20.

Mynd i'r afael â thrais yn erbyn merched, cam-drin domestig a thrais rhywiol	Yng nghyd-destun Deddf Trais yn erbyn Merched, Cam-Drin Domestig a Thrais Rhywiol (Cymru) 2015 a'r strategaeth genedlaethol , mae'r gwaith hwn yn ystyried a yw awdurdodau yn cydweithio'n effeithiol gyda'u partneriaid i atal trais yn erbyn merched a cham-drin domestig.
Gwasanaethau cynllunio	Yng nghyd-destun Deddf Gynllunio (Cymru) 2015 , mae'r gwaith hwn yn ystyried pa mor dda y mae awdurdodau cynllunio lleol yn darparu eu gwasanaethau cynllunio ac a yw'r gwasanaethau yn cefnogi datblygiad cynaliadwy ac yn darparu ar gyfer llesiant cymunedau lleol yn y tymor hir.
Asesiadau pwynt cyswllt cyntaf	Mae'r gwaith hwn yn ystyried a yw asesiadau pwynt cyswllt cyntaf a phrosesau awdurdodau lleol yn cwrdd ag anghenion defnyddwyr gwasanaeth a gofalwyr yn unol â Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 .
Gwella ffordd A465 (Adran 2)	Rydym yn ymgymryd â'r gwaith hwn yng nghyd-destun pryderon ehangach ynghylch gor-redeg o safbwynt cost ac amser. Ein bwriad yw cyhoeddi adroddiad 'canfyddiadau interim' cychwynnol.
Llesiant cenedlaethau'r dyfodol	Byddwn yn parhau gyda gwaith i gyflawni dyletswyddau'r Archwilydd Cyffredinol dan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 i archwilio ac adrodd ar y graddau y mae cyrff cyhoeddus perthnasol wedi gweithredu yn unol ag 'egwyddor datblygu cynaliadwy' wrth osod a chymryd camau i gwrdd ag 'amcanion llesiant'.

Gwaith newydd y bwriadwn ei ddatblygu yn 2019-20, gan adeiladu ar yr ymgynghoriad²

Darlun o'r gwasanaethau cyhoeddus	<p>Bwriadwn fabwysiadu hyn fel thema ar gyfer darnau gwahanol o waith seiliedig ar sylwebaeth dros gyfnod o dair blynedd.</p> <p>Gan adlewyrchu cynigion a eglurwyd yn yr ymgynghoriad ar ein rhaglen waith, yn 2019-20 gallai hyn gynnwys cynlluniau ar gyfer gwaith ar ddadansoddiad gwariant cymharol y DU a sylwebaeth ar ddulliau newidiol o gyflawni gwasanaethau cyhoeddus. Gallai hefyd gynnwys sylwebaeth bellach ar Gyllid y GIG.</p>
Brexit	<p>Yn dilyn ein hadroddiad ym mis Chwefror 2019, byddwn yn gwneud gwaith pellach i ystyried sut mae cyrff cyhoeddus yn ymateb i oblygiadau, risgiau a chyfleoedd Brexit.</p> <p>Mae hyn yn debygol o barhau fel thema wedyn ar gyfer gwaith pellach yn 2020-21 a 2021-22.</p>
Atal twyll a llygredd	<p>Rydym eisoes yn datblygu gwaith i roi adroddiad trosolwg cychwynnol fel sail i ymchwiliad cynlluniedig gan y Pwyllgor Cyfrifon Cyhoeddus. Efallai y byddwn wedyn yn datblygu gwaith pellach i ystyried effeithiolrwydd trefniadau cyrff cyhoeddus yn fanylach.</p>
Gweinyddu cyllid myfyrwyr	<p>Bwriadwn ystyried materion yn ymwneud â gweinyddiaeth gyffredinol system cyllid myfyrwyr, gan gynnwys gweithredu'r trefniadau newydd a gyflwynwyd o fis Medi 2018 a gwaith Llywodraeth Cymru ar fodelu ad-daliadau yn y dyfodol. Efallai y bydd y gwaith hwn hefyd yn tynnu ar ganlyniadau'r gwaith cydweddu data fel rhan o'r Fenter Twyll Genedlaethol.</p>

² Efallai y bydd yna hefyd allbynnau ychwanegol drwy gydol 2019-20 yn codi o waith dilynol arall ar bynciau archwilio blaenorol, o archwiliadau a gynhaliwyd mewn ymateb i faterion oedd yn bryder i'r cyhoedd neu'r senedd, neu o waith archwilio perfformiad lleol lle bo materion neu ddysgu o berthnasedd ehangach.

Tlodi tanwydd / effeithlonrwydd ynni	Bydd y gwaith hwn yn edrych ar gynnydd o ran mynd i'r afael â thlodi tanwydd. Bydd y gwaith yn golygu edrych ar y modd y mae rhaglenni tlodi tanwydd / effeithlonrwydd ynni cartrefi yn integreiddio gyda gwaith gwrth-dlodi ehangach.
Gweithlu Llywodraeth Cymru	Byddai'r astudiaeth hon yn edrych ar y modd y mae Llywodraeth Cymru yn cynllunio ei gweithlu yng ngoleuni'r ffordd y mae'r amgylchedd y mae'n gweithredu ynddo yn newid. Efallai y byddwn yn ymestyn y gwaith i ystyried materion ehangach ynghylch rheoli gweithlu.
TGCh Llywodraeth Cymru	Byddai'r gwaith hwn yn edrych ar y sail i benderfyniad Llywodraeth Cymru i dynnu ei gwasanaeth TG craidd i mewn yn gynnar yn 2019, gan gynnwys y costau a'r buddion disgwylidig ynghyd â'r graddau y mae'r trefniadau newydd yn cyflawni yn unol â'r disgwyliadau.
Gwynwch digidol	Fel y disgrifiwyd yn ein hymgyngoriad, byddai hwn yn edrych ar y modd y mae cyrff cyhoeddus yn sicrhau bod eu systemau TG yn wydn, yn gadarn ac yn ddiogel fel, pe digwyddai rhywbeth difrifol, y gellid adfer systemau yn gyflym ac y gallai'r gwasanaethau barhau i redeg. Gallai hefyd ymgorffori rhai materion mwy cyffredinol, yn adlewyrchu'r cynnig yn ein hymgyngoriad, ar reoli asedau TGCh .
System Wybodaeth Gofal Cymunedol Cymru (WCCIS)	Fe wnaethom gyffwrdd â chynlluniau ar gyfer y WCCIS yn ein hadroddiad yn 2018 ar systemau gwybodeg yn GIG Cymru. Bydd yr astudiaeth hon yn edrych ar effeithiolrwydd y trefniadau gweithredu cenedlaethol a lleol a bydd yn ystyried a yw'r buddsoddiad hyd yma wedi rhoi gwerth am arian. Yn ein hymgyngoriad, nodwyd hwn fel pwnc posibl ar gyfer y cyfnod 2020-21 neu 2021-22, ond bwriadwn ddod â hwn ymlaen.
Effaith cyni ar wasanaethau dewisol awdurdodau lleol	Bydd yr astudiaeth hon yn canolbwyntio ar farnu pa mor dda y mae awdurdodau lleol yn deall, yn cynllunio ar gyfer ac yn cwrdd ag anghenion y bobl hynny sydd angen gwasanaethau dewisol. Bydd yr adolygiad yn edrych ar faint y newidiadau sydd wedi digwydd mewn darpariaeth yn ôl disgrisiwn ar draws awdurdodau lleol Cymru.

Cynladwyedd ariannol mewn llywodraeth leol	Byddwn yn cynnal gwaith archwilio lleol ar draws yr holl awdurdodau lleol ar y pwnc hwn. Bydd y gwaith hwn yn archwilio strategaeth ariannol tymor canol a thymor hir, rheolaeth y gyllideb, pwysau costau, cynlluniau effeithlonrwydd ac arbedion, a lefelau cyllid wrth gefn a'r defnydd ohono. Disgwylwn adrodd am ganfyddiadau'r gwaith hwnnw mewn rhyw ffordd ar lefel genedlaethol.
Masnacheiddio mewn awdurdodau lleol	Bydd yr astudiaeth hon yn edrych ar waith cynghorau i greu rhagolwg masnachol cryf, sut y maent yn datblygu sgiliau masnachol, eu polisiau, eu gweledigaeth, eu galluedd monitro ac adrodd a'u seilwaith cyflawni ehangach.
Byrddau Gwasanaethau Cyhoeddus	Fel mireiniad ar y cynnig yn ein hymgyngoriad ar weithio rhanbarthol mewn llywodraeth leol, bydd y gwaith hwn yn canolbwyntio ar faterion yn ymwneud â pherfformiad Byrddau Gwasanaethau Cyhoeddus fel cyfryngau i wella llesiant dinasyddion.
Rheoli grantiau	Gan adeiladu ar y cynnig yn ein hymgyngoriad, bydd y gwaith hwn yn ystyried sut y bu Llywodraeth Cymru yn rheoli newidiadau mewn cynlluniau grant , ond fel rhan o edrych yn ehangach ar y modd y mae trefniadau rheoli grantiau wedi datblygu ers ein hadroddiad yn 2011 .
Trefniadau ar y cyd ar gyfer rheoli adnoddau iechyd cyhoeddus lleol	Byddwn yn edrych i weld a yw GIG Cymru wedi gweithio'n dorfol i fynd i'r afael â'r materion a nodwyd gennym drwy waith archwilio lleol yn Ymddiriedolaeth GIG Iechyd Cyhoeddus Cymru.
Amseroedd aros y GIG	Bwriadwn ddilyn i fyny ar ein hadroddiad yn 2015 ac rydym yn debygol o ymgorffori ystyriaeth o'r pwnc o'n hymgyngoriad ar weithdrefnau o werth clinigol cyfyngedig . Mae yna hefyd gysylltiadau â'n gwaith ar wasanaethau orthopedig sy'n dal i fynd ymlaen.
Llenwi absenoldebau athrawon	Bwriadwn ddilyn i fyny ar ddatblygiadau ers ein hadroddiad yn 2013 , yn cynnwys mewn ymateb i adroddiad 2017 Tasglu Gweinidogol y Model Cyflenwi.



Llywodraeth Cymru
Welsh Government

13 Mawrth 2019

Annwyl John,

Yn ystod proses graffu Cyfnod 2 o'r Bil Rhentu Cartrefi (Ffioedd etc) (Cymru), ymrwymodd y cyn Weinidog Tai, Rebecca Evans, i roi sylw pellach i gynnwys taliadau'r Fargen Werdd fel taliad a ganiateir o dan y Bil a dywedodd y byddai'n ysgrifennu at y Pwyllgor am y syniadau sy'n gysylltiedig â'r cynllun cyfathrebu.

O ran taliadau'r Fargen Werdd, gallai paragraff 7 o Atodlen 1 o'r Bil, fel y'i diwygiwyd yng Nghyfnod 2 (taliadau a ganiateir mewn perthynas â darparu cyfleustodau), gael ei ystyried yn ddigon eang i gynnwys ad-daliadau benthyciad y Fargen Werdd. Fodd bynnag, o roi mwy o ystyriaeth i hyn, rwy'n cydnabod y gallai hynny gael ei ystyried mewn sawl ffordd wahanol pan gaiff y Bil ei ddeddfu.

Cyflwynodd Leanne Wood AC welliant yng Nghyfnod 2, a oedd, ymhlith pethau eraill, yn ceisio cynnwys ad-daliadau benthyciad y Fargen Werdd fel taliad a ganiateir. Rwyf bellach wedi gallu gweithio gyda Leanne i wneud gwelliant yng Nghyfnod 3 sy'n gyson â'r hyn sydd wedi'i nodi yn Atodlen 1 o'r Bil.

O ran cynllun cyfathrebu ar gyfer y Bil, rwy'n cefnogi safbwynt Mr Melding yn un o gyfarfodydd y Pwyllgor, pan ddyfynnodd farn y Sefydliad Tai Siartredig, sef “...*there must be a comprehensive and clear programme of supported communication activity to ensure the public are aware of what fees incorporate and therefore what enacting this legislation could mean for those renting in the future.*” Rwyf hefyd yn cefnogi ei bwynt fod angen i unrhyw ymgyrch gynnwys pob parti sy'n cael eu heffeithio gan y Bil - landlordiaid, asiantiaid, tenantiaid, darpar denantiaid a deiliaid contract o dan Ddeddf Rhentu Cartrefi (Cymru) 2016.

Er mwyn helpu i sicrhau bod darpar denantiaid yn ymwybodol o'r newidiadau, bydd yr ymgyrch yn cynnwys dull targedu cyffredinol wrth godi ymwybyddiaeth. Bydd hynny'n cynnwys hybu manteision y ddeddfwriaeth ar gyfer y rheini sydd am rentu yn y sector rhentu preifat, a bydd hefyd yn rhoi eglurder am y taliadau hynny a ganiateir. Rydym yn bwriadu cydweithio â sefydliadau rhanddeiliaid, gan gynnwys er enghraifft Undeb Cenedlaethol y Myfyrwyr a Shelter, er mwyn lledaenu gwybodaeth allweddol i bobl sydd eisoes yn rhentu yn y sector rhentu preifat.

Mae landlordiaid ac asiantiaid yn gynulleidfa darged allweddol ar gyfer yr ymgyrch hon hefyd. Mae'n hanfodol wrth gwrs fod y goblygiadau a'r dyddiad y bydd y ddeddfwriaeth yn dod i rym yn hysbys i'r rheini sy'n berchen ar eiddo, ac yn rhentu a rheoli eiddo.

Mae eisoes yn ofynnol i landlordiaid ac asiantiaid fod wedi eu cofrestru neu eu trwyddedu â'r awdurdod trwyddedu sydd wedi'i dynodi o dan adran 3 o Ddeddf Tai (Cymru) 2014, sef *Rhentu Doeth Cymru*. Byddwn yn manteisio i'r eithaf ar y cyfle y mae hynny'n ei gynnig drwy gydweithio'n agos â Rhentu Doeth Cymru, gan gyfathrebu'r newidiadau drwy randdeiliaid fel sefydliadau cynrychiadol a chymdeithasau proffesiynol.

Bydd yr ymgyrch yn dechrau cyn i'r Bil ddod i rym. Mae llwyddiant y Bil, pe byddai'n dod i rym, yn ddibynnol ar sicrhau y gall tenantiaid wneud penderfyniadau deallus a bod landlordiaid ac asiantiaid yn ymwybodol o'r gyfraith. O ran y landlordiaid ac asiantiaid hynny, mae hefyd yn bwysig ganiatáu digon o amser ymlaen llaw iddynt gael paratoi ar gyfer y newidiadau.

Rwy'n gobeithio bod hyn yn rhoi'r wybodaeth ychwanegol yr oeddech am ei gwybod yn ystod y cam hwn o'r broses ddeddfwriaethol.

Yn gywir,



Julie James AC/AM

Y Gweinidog Tai a Llywodraeth Leol
Minister for Housing and Local Government