



Cymru

TANI

2026



Breakout: Gearing Up For New Homelessness Legislation



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Institute of
Housing**
Cymru

Homelessness and Social Housing Allocations (Wales) Act

Cerys Clark
Policy and Public Affairs Manager CIH Cymru

Homelessness



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- Threatened with homelessness timescale now six months
- Mandatory prevention support and accommodation plans – PSAPS.
- Intentionality and priority need abolished
- Duty to secure to have local connection to Wales requirement
- Additional ways to end the duty to secure
- Ask and Act duty

- Support for individuals particular need for support
- Cooperation with specified persons
- Request for offer of accommodation
- Changes for prisoners
- Suitability of accommodation

Social housing allocations



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- Deliberate manipulation
- Housing registers
- Accessible housing registers

Possible implementation dates



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- **April 2027**
 - Six-month period for threatened with homelessness
 - Personal support and accommodation plans
 - Nomination requests
 - Common housing registers
- **April 2028**
 - Duty to ask and act
- **April 2030**
 - Priority need and intentionality tests abolished

Resources needed



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- Funding for training and changing systems
- Increased workforce - administrative burden
- Adequate supply of social and affordable homes

Preparing for the New Legislation

Martin Cooil

Director – MLLC Consultancy

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The Shift We're Being Asked to Make

From crisis response → to prevention at scale

- New duties demand earlier identification, earlier action, earlier support
- No single organisation can deliver this alone
- Our sector cant deliver this in isolation – but we're responsible (LA's in particular) for leading the change

Are we ready as a “system”, not just as individual organisations?

Building the Conditions for Universal Success

Three essentials for implementation

- **Partnerships** - shared mission, aligned workflows, collective responsibility
 - **Culture** - behaviours, openness, reflective practice, no gatekeeping
 - **Data** - intelligence, visibility, early warning, learning loops
- ✓ **Success** - *prevention at scale, system readiness, earlier action, better outcomes, shared accountability*

Partnerships: The Operating System

Three essentials for implementation

- **Shared purpose** - prevention is a cross-system mission
- **Shared systems** - homelessness relief, allocations, and support must operate as one workflow
- **Shared governance** - shared oversight, shared accountability, shared outcomes

Culture: The Real Test of Readiness

Three behaviours the legislation depends on

- **Accountability to the mission** - not organisational defensiveness or gatekeeping
- **Self-reflection** - leaders asking: “*What part of this problem is ours?*”
- **Confidence to act early** - not waiting for thresholds or crisis

Data: The Intelligence Behind Prevention

See earlier → Act earlier → Learn faster

- **See earlier** - shared indicators, shared visibility, shared language
- **Act earlier** - prevention as workflow, not aspiration
- **Learn faster** - learning from the cases that nearly went wrong (“near misses”)

Bringing It All Together

Where system behaviours, shared intelligence and collective responsibility meet

- Partnerships give us the **structures**
- Culture gives us the **behaviours**
- Data gives us the **intelligence**

Thank You

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Valleys to Coast

Emma Howells

Executive Director of
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It's one in a million...

- WHQS Addendum
- Building Safety (Wales) Bill
- Environment (Wales) Bill
- Planning (Wales) Bill
- Welsh Language Standards
- Homelessness and Social Housing Allocations (Wales) Bill

- Waste Separation Regulations (Wales) 2023
- Renter Rights Act
- Heat Network Regulations
- Leasehold and Freehold Reform Act 2024
- Leasehold and Commonhold Reform Bill
- Crime and Policing Bill 2025
- Digital Switch Over

Specific Considerations

Common housing register (CHR)	<ul style="list-style-type: none">• Review governance• Update policies• Get training
Mandatory allocations	<ul style="list-style-type: none">• Wait for guidance• Involvement with LAS• Make a case/ keep records
Ask and Act	<ul style="list-style-type: none">• Training engagement• Record prevention work
Accessible housing (AHR)	<ul style="list-style-type: none">• Update void and whole homes surveys• Register development
Complex needs protocol	<ul style="list-style-type: none">• Understand pathways• Active involvement

Strategic Themes



Prevention

- Identify what is working well
- Map new services
- Streamline where possible

Planning

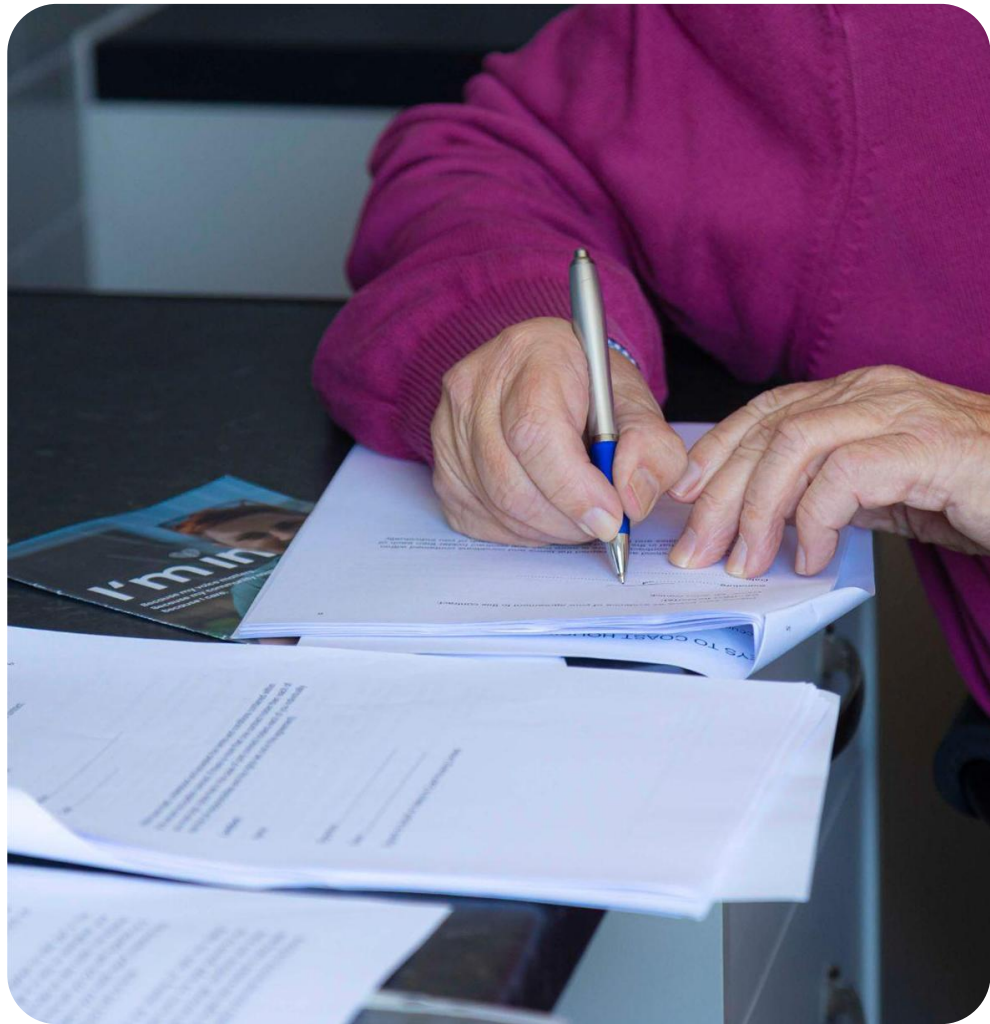
- Get involved with co creating
- Check your governance approvals
- Voice of the customer


Review

- Request regular reviews
- Share good practice

Collaboration

CTM Health
and
Homelessness
pathway





Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

Margaret Mead



Diolch | Thank you



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Please visit the exhibition stands
between sessions.

Thank you



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Breakout: Reducing Patch-Sizes For Housing Officers



Daniel Campbell
Income Officer
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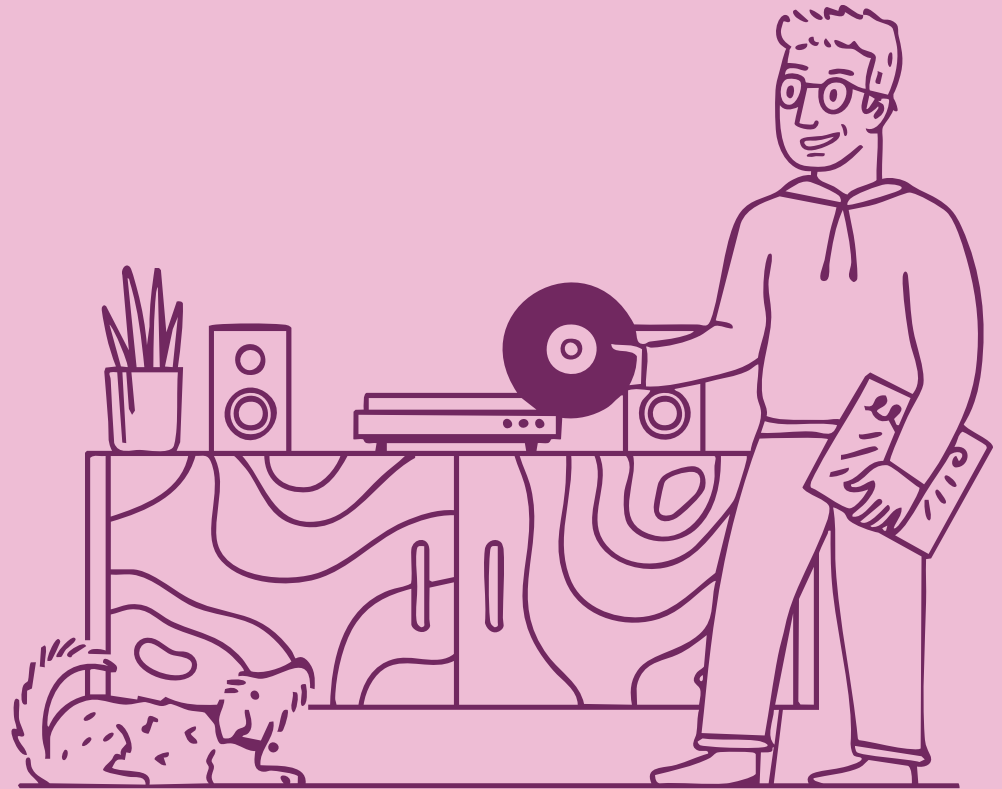


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Kevin Howell

Director of

Housing Services





Context

- Over 25,000 homes and developing a further 4,500 over the next 5 years
- Almost 60 Neighbourhood Housing Managers across multiple local authority areas, split into 8 area teams.
- Patch sizes between minimum 200 ish and maximum 500 ish
- Specialist Community Safety and Customer Account Team

Designing Patch Sizes: It's Not One-Size-Fits-All



Different things need different conditions

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Not all Patches are Equal



Look similar on paper can perform very differently

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Different needs = different input



Complexity varies



Support needs vary

It's About Designing the Right Conditions



*Not smaller by default
Better designed by intent*



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If we get the conditions right, things thrive



Jaz Pugh

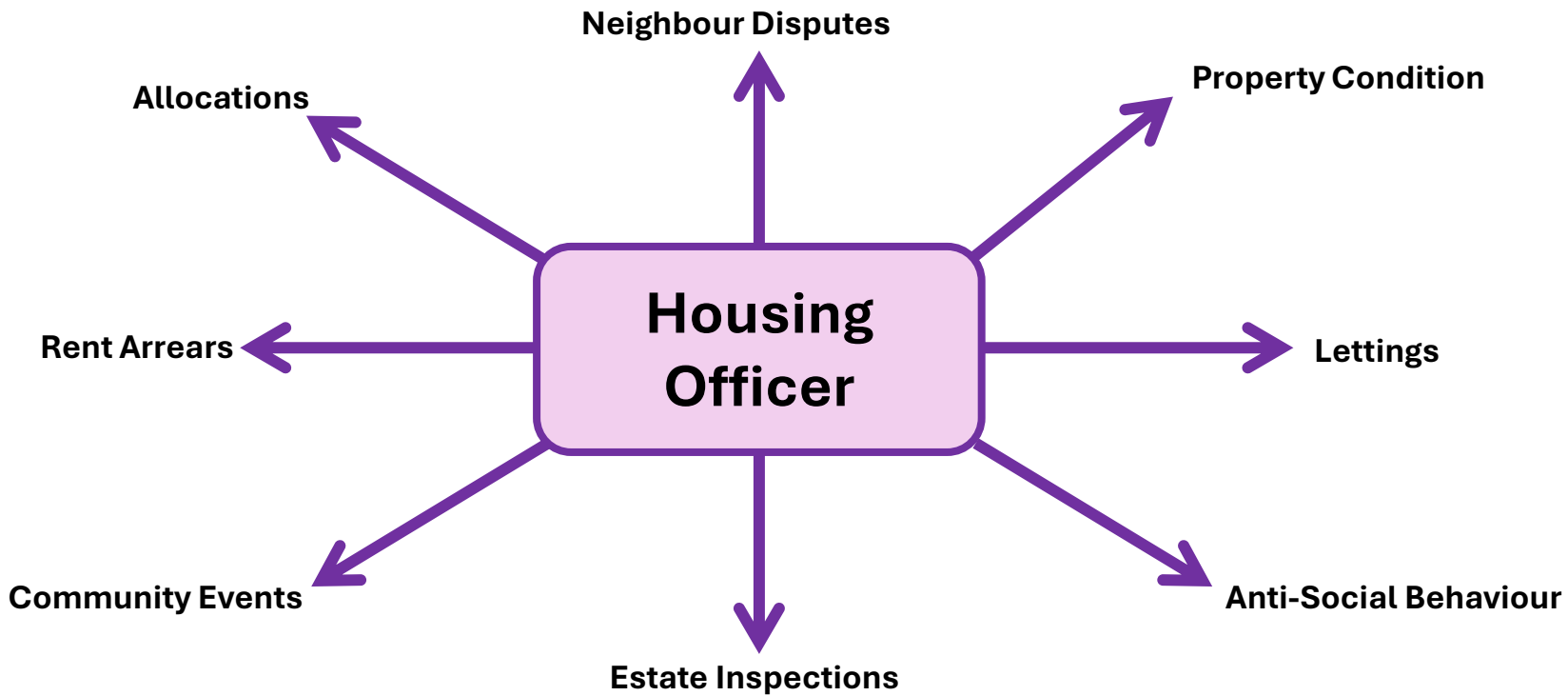
CIH Futures Cymru
Housing Officer for Barcud



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Housing
Futures
Cymru



barcud



Larger Patch Size



Driven by urgency



Less time for relationships



Less prevention



Firefighting

WORKLOAD BECOMES EMOTIONAL LOAD.

PAUSE. REFLECT. PROCESS.

Smaller Patch Size



Regular Contact



Early intervention



Conversations not formal processes



Stronger communities

Benefits for Organisations



**Fewer
escalations**



Fewer formal interventions

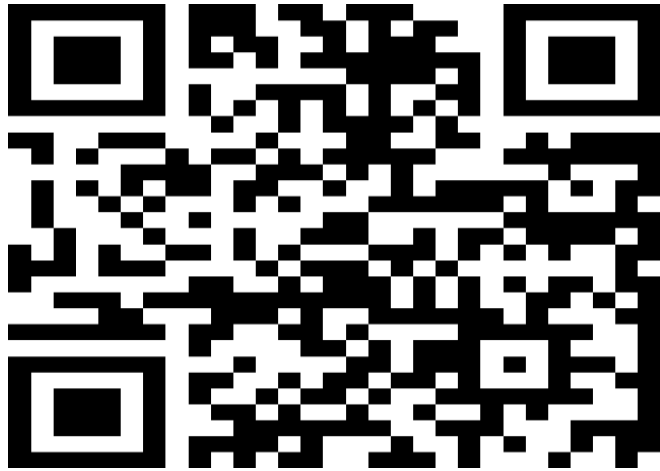


Stronger relationships



More job sustainability for staff

Over to you



www.slido.com

#patches



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