Monmouthshire Housing Support Grant

Delivery Plan 2026-27

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Table of Contents

Contents

1. Introduction 2
2. Needs Assessment 3
3. Delivery priorities 7
4. Stakeholder Engagement 10
ANNEXE A 13
ANNEXE B 14
ANNEXE C 15
ANNEXE D 18

1. Introduction

During 2025-26, Monmouthshire County Council continued to deliver a broad range of Housing Support Grant (HSG) funded services in partnership with commissioned providers, supporting residents to prevent homelessness, sustain accommodation and improve their wellbeing. Service reviews undertaken throughout the year confirmed that commissioned services continue to deliver positive outcomes for individuals and families across the county.

However, the needs of people accessing housing-related support are changing. Whilst overall demand for support remains consistent, there is clear evidence that the complexity of need is increasing. Mental health remains the most frequently identified need, while the proportion of service users requiring high and intensive levels of support has risen significantly. Increasingly, housing-related support services are working with individuals experiencing multiple and overlapping needs requiring coordinated responses across housing, health, social care and wider partner agencies.

Alongside these emerging pressures, the Housing Support Grant programme continues to operate within a challenging financial environment. Rising staffing, inflationary and operational costs continue to place pressure on providers and commissioning arrangements. Although the Council has implemented uplifts through the Pricing Schedule to support provider sustainability, available resources remain insufficient to fully meet the growing demand and complexity of need identified across the county.

In response, Monmouthshire has progressed a programme of service reviews and recommissioning to ensure that housing support services remain sustainable, responsive and aligned to identified need. This work seeks to strengthen service resilience, improve value for money, reduce fragmentation and ensure the Housing Support Grant programme is positioned to respond effectively to current and future challenges.

This Housing Support Delivery Plan sets out how Monmouthshire County Council will deliver its Housing Support Grant priorities during 2026-27. It is informed by the findings of the Housing Support Programme Strategy Interim Review, service reviews, stakeholder engagement, performance data, needs assessments and gap analysis. The Plan outlines the actions that will be taken to strengthen housing support provision, improve outcomes for residents and contribute to the shared vision that homelessness in Monmouthshire is rare, brief and non-recurrent.

Strategic Priorities
To identify those at risk of homelessness earlier and provide timely interventions to prevent homelessness occurring.
To provide timely and effective support for vulnerable residents particularly for those with high and complex needs.

To increase access to a range of affordable and suitable housing solutions for homeless households, both temporary and permanent.
To maintain the Rapid Re-Housing approach
To maximise and increase the availability and effectiveness of financial, staffing/workforce and collaborative resources available for tackling homelessness.
To Prepare for the Implementation of the Homelessness & Social Housing Allocations (Wales) Bill

2. Needs Assessment

As set out in the HSG Guidance, local authorities are required to undertake a comprehensive needs assessment every four years, with a light touch review every two years to inform development of their HSP Strategy. For the interim HSP 2026-2027 a desktop analysis of homelessness and housing support data for the 2024-2025 and 2025-2026 financial years was used to inform the Needs Assessment. The outcome of this assessment was then used to add or amend to the existing HSP action plan.

2.1. Needs assessment process

For the interim 2026-2027 HSP a desktop needs assessment was conducted with the following primary sources of data:

- WHO12 data
- Internal performance data
- Internal service logs
- Housing management system reports
- Local Housing Market Assessment (LHMA)

Anomalies were identified within Housing Support service logs. In response, a manual data cleansing exercise was undertaken for the 2024–2025 and 2025–2026 financial years. Improvements to data collection processes were then introduced from 2025–2026 onwards.

Engagement with key stakeholders was also undertaken to better understand the causes of the data anomalies. This included a particular focus on domestic abuse figures referenced in the Needs Assessment.

The intelligence collected through the assessment process provided an understanding of existing provision; including levels of need and demand, current challenges, gaps in provision and areas of priority; both now and in the future.

2.2. Key findings

Some of the main themes which emerged from the Needs Assessment, which have helped to shape the strategic priorities of this strategy include:

Demand remains high, but levels of support need are increasing

- There has been a slight decrease in referrals received for HSG support, but there has been a shift in the composition in the levels of support need. Between June 2024 and December 2025 there was:
    - A 19% decrease in referrals assessed as requiring a low level of support
    - A 15% increase in referrals assessed as requiring high levels of support
    - 30% of those referred in December 2025 had high or intensive support needs
- The data now supports the anecdotal evidence that providers have raised for some time.
- A gap in provision has been identified for higher intensity support as individuals with high or intensive support needs often exceed the capacity and remit of current housing support providers and accommodation. A high/ complex need supported housing provision is needed to meet both the accommodation and support needs of this cohort of people. At present, a concierge/security service has been commissioned by the Council in lieu of such provision that is needed in both the north and the south of the County. A further challenge is the need to identify suitable premises. Should premises be identified it will be a challenge to identify the necessary revenue funding through the existing budget.

Mental Health remains the dominant support need

- Mental health continues to be the most commonly identified support need across referrals and remains the fastest-growing area of demand. As a primary support need, mental health was recorded in 29.5% of referrals in 2024-25, increasing significantly to 40.7% in 2025-26.
- Monmouthshire Housing Support Grant (HSG) funding supports the delivery of mental health services within the county through Mind in Gwent. This funding contributes towards both a Floating Support Service and a Welfare Benefits Service. In addition to HSG-funded provision, Mind in Gwent also operates supported accommodation schemes. However, neither the commissioned HSG services nor the supported accommodation provision are designed to support individuals with the highest levels of need or those presenting with complex mental health conditions. Rising demand has also resulted in waiting lists for some services. To better respond to current and emerging need, there is a strong case for expanding specialist mental health provision, including services capable of supporting individuals with more complex presentations.
- Whilst Housing Support Grant services play a vital role in promoting housing stability and wellbeing, there are inherent limitations where support needs intersect with the

requirement for clinical intervention, medical treatment, or specialist mental health care. The Housing Support Team would welcome opportunities to strengthen partnership working with local Mental Health Services and the Community Mental Health Team (CMHT) to develop more integrated responses to this growing area of need.

- A related service gap has also been identified in relation to specialist mental health expertise within housing support services. Consideration should be given to the introduction of a dedicated Mental Health Social Worker embedded within the Housing Support Team. Such a role could provide specialist advice and guidance to support workers, facilitate effective liaison with the CMHT and other mental health professionals, and help ensure that individuals with complex mental health needs receive timely and appropriate support.

There has been a spike in Domestic Abuse referrals, but demand remains high

- Domestic abuse referrals saw a huge increase in the 2024-2025 financial year, even when differences in data collection are considered. Lead need domestic abuse referrals accounted for almost 30% of all referrals for 24-25. There was a 36% decrease in the number of referrals for domestic abuse in 2025-2026 but domestic abuse remains one of the most prevalent support needs.
- Efforts have been made to understand the cause of this spike and then decline in domestic abuse referrals but nothing definitive has been found. Though Gwent police recorded the highest rate of domestic abuse incidents in the UK per 1,00 people for both 2024 and 2025, there was no significant increase in number.
- Housing Support Grant (HSG) staff engaged with a domestic abuse support provider to better understand the factors influencing referral patterns during 2024-2025. Discussions with the service identified several factors that may have contributed to the increase in referrals. A local domestic abuse charity was selected as the Council Chair's Charity of the Year, significantly raising the profile of domestic abuse services across Monmouthshire. In addition, the provider introduced a dedicated Engagement Officer role, which increased outreach activity and engagement with partner agencies and communities. Collectively, these developments are likely to have improved awareness of available support and encouraged more victims to seek help, contributing to the rise in referrals rather than necessarily indicating an increase in the prevalence of domestic abuse.
- A gap has been identified for a specialist Domestic Abuse prevention officer to provided specialist advice and support to both victims and homeless staff as part of the Housing Options Service and to strengthen the links between homeless staff and domestic abuse professionals.

Those being supported in Temporary Accommodation have significantly higher support needs

- People living in temporary accommodation are disproportionately:
    - Male
    - Aged 25-39
    - Experiencing mental health issues

    - Experiencing physical health problems
    - Linked to criminal offending histories
- The proportion of temporary accommodation residents assessed as having high support needs increased from 31% to 58% between 2024-25 and 2025-26.

Generic and holistic support remains an important part of the HSG programme

- Despite growth in specialist needs, the needs assessment notes that many households continue to require broad, generic housing-related support.
- There remains strong demand for:
    - Tenancy sustainment support
    - Housing and wellbeing support
    - Financial inclusion and benefits advice
    - Support for older people
    - Early intervention services
- The findings suggest a need to maintain a balance between specialist provision and accessible, flexible generic support.

2.3. Conclusions

Though the number of referrals has reduced slightly, the demand for housing related support through HSG funded provision remains high. Mental Health, Domestic Abuse and Generic support needs continue to dominate referrals for support, however, data indicates a specific growing pressure on support services due to a rise in complexity of need. Anecdotally and empirically the evidence points to a system shift, rather than a temporary spike towards a rising demographic whose needs exceed standard housing support models not available in Monmouthshire. The ability to fund appropriate services to effectively meet this growing complexity whilst retaining the preventative generic provisions remains a challenge in Monmouthshire due to the allocation of HSG funding, which is comparatively low and limits the authority's capacity to respond to increasing demand.

Overall, the evidence presented in the needs assessment demonstrates a system under increasing pressure, with rising complexity of need pushing at the limitations of HSG funded support. Addressing these challenges will require a shift towards more integrated, higher-support, and longer-term solutions, alongside continued investment in prevention.

3. Delivery priorities

The Delivery Priorities have been carefully considered, to take into account the overarching priorities of the HSG, whilst also seeking to align the Housing Support Grant priorities with those of the Housing Support Programme Strategy.

3.a HSG Delivery priorities

The priorities in the delivery of HSG are presented below:

HSG Delivery Priorities	HSP Strategic Priority (where relevant)	What we will do ….
No 1. To prevent homelessness at the earliest opportunity	Priority One: To identify those at risk of homelessness earlier and provide timely interventions to prevent homelessness occurring	• To provide a planned approach to homelessness prevention and housing options. • Identify further opportunities to identify possible risks of homelessness to move to a more proactive service rather than a reactive service and reducing the number of people presenting in crisis. • Increase awareness of housing options and accessibility of information an element of which will be agency training and awareness. • Updated web pages (Facebook, Twitter etc.) • Establish bespoke information for young people.
No 2. To provide timely and effective support for vulnerable people	Priority Two: To provide timely and effective support for vulnerable residents particularly for those with high and complex needs.	• Continue to strengthen data quality assurance processes across all HSG-funded services. • Work with providers to improve the consistency and accuracy of recording practices. • Review and expand the range of data collected to better understand emerging needs, complexity, protected characteristics, outcomes and service demand. • Use performance, outcome and needs data to identify trends and gaps in provision. • Strengthen the use of data to inform commissioning, service reviews and future strategic planning. • Develop a clearer evidence base to support responses to changing local demand and housing support needs. • Ensure services are more robustly monitored and regularly reviewed for quality and strategic relevance. • Continue to explore options for addressing the needs of our homeless community, including those sleeping rough. • Continue to expand and develop effective support for vulnerable residents particularly for young people and those with mental health and substance misuse issues
No 3. Respond to changing policies and legislation on the programme	Priorities One, Five and Priority Six: Prepare for Implementation of the Homelessness & Social Housing Allocations (Wales) Act	• Feed into the development of national, regional and local policy that impacts on the demand and delivery of the Housing Support Grant Programme (HSG). • Communicate emerging policy and legislative changes with stakeholders of the HSG. • Increasingly and raise the profile to promote the HSG and the benefits and positive impact of housing related support services. The view of MCC is that housing support is equally as important as the homeless itself.

		• Further integrate HSG provision to develop specific training around homelessness prevention for support workers, to support the aims of the Regional Homeless Strategy and delivery of the local action plan. • Work collaboratively with Monmouthshire Council's wider Housing Team and Welsh Government to prepare for the implementation of the Homelessness and Housing Allocation (Wales) Act, ensuring active participation in relevant workshops and activities where the Housing Support Grant may be impacted.
No 4. Progress opportunities to collaborate with other programmes, organisations and projects	Priority Five: To maximise and increase the availability and effectiveness of financial, staffing/workforce and collaborative resources available for tackling homelessness.	• Actively participate and contribute to relevant programmes and initiatives. • Actively participate in promoting and working with partners both strategic (ABUHB, Gwent Police, OPCC etc), Social Care, RSL's, third sector organisations. • Work with both Gwent Regional Housing Support Collaborative Group and the Housing, Social Care & Health Operational Group to develop and progress regional plans and initiatives. • A Monmouthshire HSG Planning Group has been established but is in the infancy stage and is currently looking at a work plan along with duplication of services with joint funding opportunities • Review local governance arrangements of HSG to encourage collaborative opportunities. • Progress opportunities to align services and reduce duplication • Work in partnership with Children's Services to provide a Family Mediation Service
No 5. Encourage innovation within the sector to respond to needs and demands	Priority Five: To maximise and increase the availability and effectiveness of financial, staffing/workforce and collaborative resources available for tackling homelessness.	• Ensure dialogue with providers and stakeholders to encourage innovation. • Ensure procurement and tendering activity allows for innovation. • Where possible, pilot projects and test alternative ways of working.
No 6. Support increased co-ordination of service provision	Priority Five: To maximise and increase the availability and effectiveness of	• Implement effective systems and processes to improve access to services. • Work with stakeholders, service users and providers to ensure that services are accessible, efficient, and effective.

and reduce inefficiencies	financial, staffing/workforce and collaborative resources available for tackling homelessness.	
No 7. Maintain and further develop communication models with service users and partners, thereby ensuring we meet the needs of the most vulnerable in our communities	Priority Five: To maximise and increase the availability and effectiveness of financial, staffing/workforce and collaborative resources available for tackling homelessness.	• Needs mapping with service users, stakeholders will be an ongoing process, gathering feedback on services provided and gaps in provision. • Quarterly Provider Forums and Support Workers Network to update on current legislation, policy and service updates. • Promote and signpost other services that support and compliment the work of HSG services/programmes. • Working in partnership with HSG providers to ensure the continued development of data basses to provide efficient streamline services. • Ensure Housing Support website is up to date

4. Stakeholder Engagement

Housing Support Commissioning Team engage with service users, commissioned services and organisations through various ways.

A Gwent wide Needs Mapping Event is held annually and feedback is gathered from stakeholders, commissioned services and organisations which feed into the Commissioning Plan.

Client and Service reviews also provide feedback to the Commissioning Team with the service user commenting on the service supporting them.

Feedback is gained about how they have found the Homeless journey and how can we improve the service to vulnerable people.

4.1 Stakeholder Feedback

Reviews

All services commissioned by HSG in Monmouthshire are reviewed by a dedicated commissioning and review officer. By December 2025 all external HSG funded services had been reviewed providing feedback on the compliance, efficacy and experience of providers.

The outcome of the reviews has been positive, services have been found to provide good quality support in line with HSG objectives. However, there are recurring themes around the challenges facing support providers and the wider HSG commissioning team.

Challenges

Recruitment and retention of staff

The reviews identified the difficulties facing support providers in staffing their services. Staff pay has not kept pace with the increase in workload, both in volume and complexity, particularly for frontline staff. This has significantly affected providers' ability to recruit and retain skilled workers, especially where alternative employment opportunities offering higher pay and lower levels of responsibility are readily available. In Monmouthshire this has resulted in staff shortages amongst some projects, affecting service delivery and morale on teams. As the demand for HSG support services is increasing, the capacity to meet this demand is reducing.

Financial sustainability

Financial sustainability remains a significant challenge for housing related support services in Monmouthshire. The county has consistently received one of the lowest allocations of Housing Support Grant (HSG) funding across Wales. At the same time, both costs and demand have increased, placing sustained pressure on the commissioning team and service providers to deliver more with fewer resources in real terms. As funding continues to be constrained, a number of providers are now approaching, or operating within, financial deficit. This has limited the ability to expand services to meet rising demand, led to a reduction in overall capacity, and created a consequential impact on workforce stability.

In response, the Monmouthshire HSG commissioning team has embarked on a recommissioning programme aimed at developing a more financially sustainable programme of services that is better aligned with the county's housing related support needs. However, despite this proactive approach, insufficient funding means the HSG programme will continue to fall short of meeting all identified needs.

Service User Feedback

The reviewing officer met with service users from each project to gather meaningful feedback on their experiences. The feedback indicated that the support services had made a significant positive impact on the lives of the households involved. A recurring theme was the improvement in households' financial circumstances following access to specialist benefits advice and support. In one instance, the intervention of the support service contributed to children being able to return to the care of their parent(s).

A strong theme emerging from feedback across the programme was the fragmentation of services. Some households reported difficulties in navigating the HSG support offer and expressed confusion about which organisation was providing their support. There was also frustration regarding the perceived lack of continuity, particularly in relation to changes in support workers and, in some cases, service providers. While such changes may reflect positive progress in a service user's circumstances, they were nonetheless experienced as disruptive by some households.

4.2 Partnership Working

Monmouthshire Local Authority recognises that although it has the statutory duty to prevent and alleviate homelessness within the County, it will require many organisations working together in partnership that will deliver the priorities of the Strategy.

We will continue to work with our partners working across the statutory and non-statutory sectors to efficiently utilise resources and deliver effective outcomes.

An example of effective partnership working being the Monmouthshire Housing Intervention Panel (HIP) which has been established to provide a multi-agency forum to consider and co-ordinate support to vulnerable individuals and households with multiple and complex needs. Partner agencies will review the information they hold on the relevant persons before attending the HIP and discussing appropriate actions to identify and address the needs of the individuals concerned and work collaboratively to problem solve. The relevant partner agencies will take action to address the needs and feedback to the panel as and when required. When all interventions have been concluded then it will be closed from the action plan.

In 2024 the decision was made for the Housing department to take over and run a section of Severn View, a disused care home, for temporary accommodation. Housing Accommodation and Housing Support teams worked collaboratively to design a temporary accommodation unit that would better meet the needs of homeless single households with moderate to high support needs. The refurbished unit retains a 24/7 security presence who now work alongside a small team of in-house support workers onsite during office hours and a scheme co-ordinator. The layout of the building allows for partner agencies to deliver outreach services as well as the facilities to promote independent living (washing, kitchen and living rooms). Severn View opened in August 2025 and can accommodate 17 people.

ANNEXE A
Impact Assessments

ANNEXE B
Spend Plan 2026-2027

ANNEXE C

Recommissioning Plan 2025-2027

Indicative project proposals and planned activity to address the gaps in housing related support services in Monmouthshire include:

Service	Description of activity	Timeline
	COMPLETED	
Additional Housing First Project Support Worker	Following successful pilot of Housing First project, to meet demand an additional 1FTE Housing First Coordinator was commissioned	Started April 2022
Regional Offender Services	Review and tender of regional offender services (i.e. Pathways / PREP)- Torfaen HSG as the host LA	New project started April 2022
Training & Development	To provide training for HSG Sector: ➢ Money Guiders Wales ➢ Renting Ready – Train the Trainer ➢ Renting Homes Act sessions ➢ Psychologically Informed Environments Trauma Informed Approaches ➢ Neurodiversity Training	Ongoing March 2023 Feb/March 2023 2022 Feb 2023
HSG Planning Group	To establish a HSG Planning Group to work in Partnership with other services and organisations to prioritise the needs across Monmouthshire, look at duplication of services and any joint funded projects opportunities	Completed October 2024
Training & Development	Establish a core set of training expectations for HSG services Ensure regular training updates are carried out with new starters in HSG projects e.g. Outcomes, Locata	2024-25 ongoing
Generic Housing Support Services	Review and evaluate Generic Housing Support services including Family Intervention, Housing & Wellbeing Projects Look at needs	Completed & Signed off July 2024

	Completed	
Rough Sleeper, Sofa Surfers, NFA and TA Services	Review and evaluate *Completed*	Completed & Signed off July 2024
Family Mediation – HSG	Agreed to HSG Pilot and a review but due to staffing issues and lack of referrals project was decommissioned at the end of March 2025. However, a contribution to Children's Services Mediation to support any young people who require family mediation	31st March 2025
Mental Health	Review and evaluate	Completed & Signed off July 2024
VAWDASV	Review and evaluate	Completed & Signed off July 2024
Young Person's Service	Review and evaluate	Completed & signed off Feb 2025
Substance Misuse Services	Review and evaluate	Completed & signed off March 2025
Housing First	Review and evaluate	Completed & Signed off September 2025
Pricing Schedule	Due to rising costs for HSG commissioned services e.g. staff costs, cost of living and inflation a review of the Pricing Schedule to ensure projects continue to be sustainable	Completed and In place for 1st April 2025
	TO BE COMPLETED 2025-26	
Re-model, Re-commission, Tender	Once all services are reviewed, look at all client needs, gaps, priorities and work with Procurement for new services	2024-27
Recommission & Tender	Recommission the following services: ➢ Generic ➢ Temporary Accommodation and Rough Sleeper ➢ VAWDASV ➢ Mental Health ➢ Young People	2025-27

Older Persons Services	Review and evaluate	2025-27
Housing Support Team	Review and evaluate services under the Housing Support Team: ➢ Gateway ➢ Benefits ➢ Housing Intervention Panel	2025-27
Inhouse Housing Support Workers	Severn View Temporary Supported Accommodation is a new project. 2 FTE posts have been recruited with a start date of 1st June 2025. Handover of Severn View has expected start date after maintenance and handover to Housing of the 1st June 2025	Completed June 2025

ANNEXE D

Homelessness Statutory duties

The Council delivers its statutory homeless duties through the Housing Options Team. The team is responsible for providing the homeless assessment, prevention and accommodation service. The team is facilitated by a number of internal and external services that support these responsibilities.

The current structure is as follows:

- HOTs Manager
- 3*Senior Officers (1 Senior Housing Options Officer; 1 Senior Accommodation Team Officer; 1 Senior Accommodation Development Officer)
- 3* FTE Housing Options Officers
- 1* First Contact Officer
- 2.8*FTE Prevention Officers
- 5*Accommodation Officers
- 2*Duty Accommodation Officers
- 2* Support Workers

The broad service delivery model is delivered as below:

- **Section 60:** Those with a housing concern or enquiry will contact the council and be connected to the First Contact officer. The First Contact Officer will take basic details of the household and where appropriate offer advice under Section 60. The First Contact Officer can also refer the household to Housing Support through the Gateway.
- **Section 62:** Where the more complex housing advice is required or the First Contact Officer has reason to believe that the household is either threatened with or is actually homeless, then they will refer the household's details to the Duty Housing Options Officer for a full assessment and eligibility check under Section 62: the Duty to Assess.
- **Section 66:** If the presenting household is threatened with homelessness within the next 56 days then the council has a legal duty under a Section 66 to help prevent homelessness. In Monmouthshire the Housing Options Team is currently applying this to households threatened with homelessness within the next 6 months, in line with changes brought in by the Renting Homes (Wales) Act 2016. Housing Options Officers will refer the household to a Prevention Officer who will work with the household under a Section 66 to take actions to try to prevent the household from becoming homeless.
- **Section 73:** If a household has presented as homeless, or their homelessness could not be prevented the Housing Options Officer will issue a Section 73: Duty to help secure accommodation. At this point the Housing Options Officer will look at the facts of the case and assess whether there is reason to believe that the household will meet the criteria to be awarded a 'Priority Need'. To meet the conditions of Priority Need a member of the household must meet one of the 11 criteria. If the Housing Options officer is '*minded to*' (i.e on the basis of the information has reason

to believe) issue a Priority Need decision then the household will be entitled to temporary accommodation. If there is no apparent Priority Need temporary accommodation will not be offered, and the household will receive support to relieve their homelessness for the next 56 days.

- **Section 68:** Where households have an apparent Priority Need under Section 73 a Housing Options Officer will refer them to the accommodation team to be placed in temporary accommodation. The household will be accommodated in temporary accommodation for as long as they are owed a section 73 or 75 *unless* the household's actions have caused them to be evicted from the temporary accommodation. Households placed in temporary accommodation will automatically be allocated a support worker through the Gateway.
- **Section 75:** If, following investigation, the Housing Options Officer is satisfied that the household meets the Priority Need criteria, and has not done something, or failed to do something that resulted in their homelessness (intentionality) then a Section 75 will be awarded. A Section 75: Duty to accommodate is also known as a full housing duty. The household will continue to be accommodated in temporary accommodation until suitable settled accommodation is found. In Monmouthshire these households are issued priority banding when bidding for social housing.

Additional functions:

- Monmouthshire has expanded its definition of 'threatened with homelessness' to six months in line with the Renting Homes Act (Wales) 2016.
- There is a dedicated homelessness prevention team sat within Housing Options. Prevention officers support households with:
    - Maximising income and affordability checks;
    - Offering liaison between household and landlord;
    - Registering and bidding on Homesearch (Social Housing Register);
    - Looking for alternative accommodation.
- Following the success of Monmouthshire's Rapid Rehousing Plan, the county has significantly reduced the use of B&B as a form of temporary accommodation. This success has in part been due to Monmouthshire Letting Service. MLS is arms-length branding under which the Council operates its private sector and landlord engagement activity to encourage private landlords to work with the Council in respect of homelessness. The service is free of charge and bespoke packages are available to landlords who are willing to accommodate homeless households. Whilst MLS has been in place for a number of years, in recent years the team has been expanded and now has a dedicated MLS negotiator and is overseen by the Senior Accommodation Development Officer.
- In response to the increasing complexity and severity of support needs among households placed in temporary accommodation since the Covid-19 pandemic, the Council commissioned a dedicated security service to support risk management and accommodation stability. The introduction of security personnel has helped mitigate risks, reduce tenancy breakdowns and support vulnerable households to remain safely accommodated while appropriate housing and support solutions are identified.
- Building on the above, in 2025 Monmouthshire's Housing department took over a former care home building. This was refurbished and redesignated as a 17-unit

temporary accommodation for single people with support needs. In addition to on-site security 24/7 two support workers were recruited to work with residents in business hours.

- Where young people between the ages of 16 and 18 present as homelessness to Monmouthshire Council the Housing Options Team will refer to Children's Services for a Care and Support Assessment.
- Monmouthshire's Compass Team sits within the HSG team. The Compass team provide a homelessness prevention service to those under the age of 25. The team is made up of a Youth Homelessness Coordinator and a Youth Homelessness Worker who spend a portion of their working week based at secondary schools in the county. Compass works with schools and colleges to identify young people at risk of homelessness and offers support and advocacy to young people at risk.
- The Housing Intervention Panel was created to facilitate a muti-agency approach to households with significant or complex support needs who are facing or experiencing homelessness. Professionals can refer households into the panel which is overseen by a dedicated Housing Support Co-ordinator. The aim of the panel is to identify solutions and actions that can be taken by a broad range of services to prevent homelessness for vulnerable households.
- For high and complex needs households who are homeless Monmouthshire has a Housing First provision. Due to demand outstripping supply of accommodation there is currently a waiting list for properties. Those on the waiting list still receive a Housing First support worker and intensive support in situ. Referrals for Housing First are assessed by panel.