

**Cartrefi
Cymunedol
Cymru**

**Community
Housing
Cymru**



Housing Matters campaign

Clarissa Corbisiero, Director of External Affairs / Deputy CEX

chcymru.org.uk 

enquiries@chcymru.org.uk 

02920 674 800 

@chcymru 

Welsh Budget 2024/25

**The future of homelessness
and housing support services**



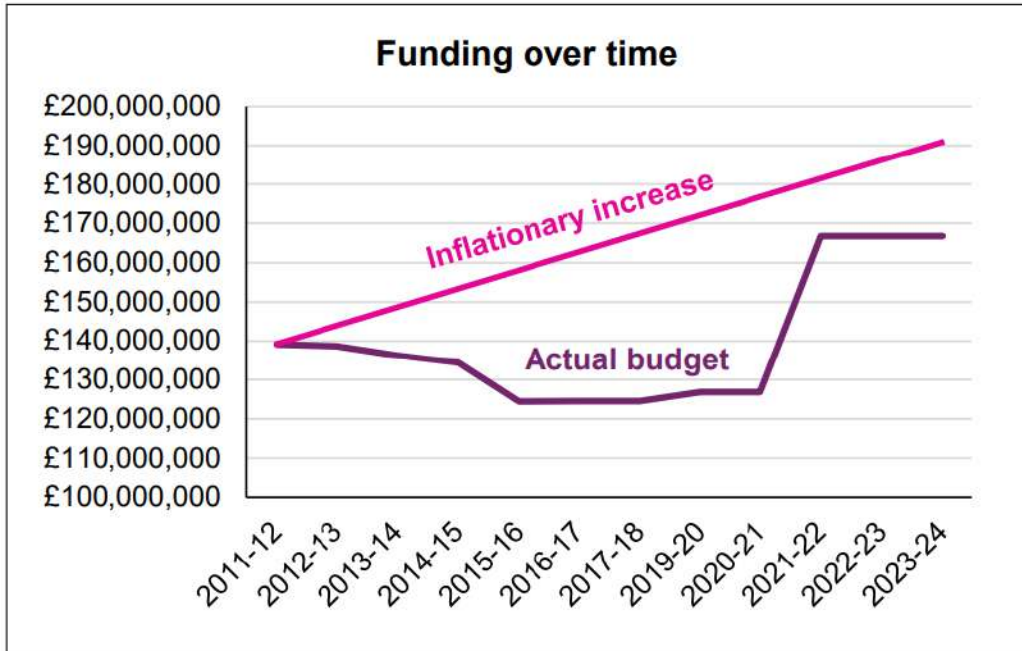
The importance of the Housing Support Grant

The HSG funds the vast majority of homelessness and housing-related support services in Wales, including tenancy support, supported accommodation, domestic abuse refuges, Housing First, and much more.

Research conducted by Cardiff Metropolitan University found that every £1 invested in HSG services delivers £1.40 net savings to public services, through reduced pressure on health, social care and criminal justice services.

**Every
£1 invested
in HSG services
delivers a net
saving of £1.40 to
other public
services**

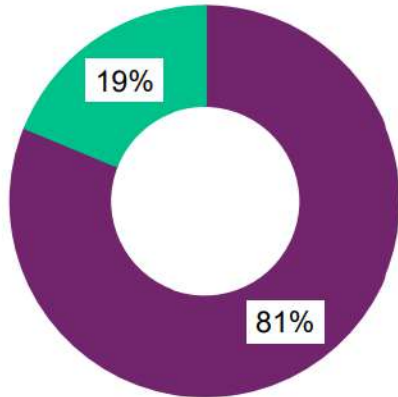
Housing support funding over time



£24m
real terms
cut to housing
support
funding

Increased demand and complexity

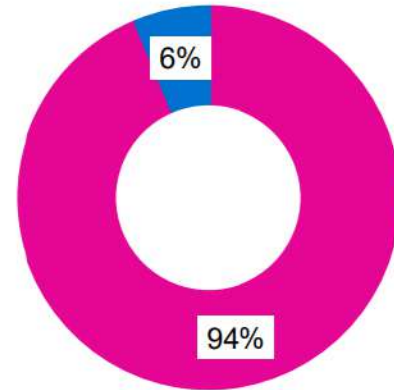
How has demand for your HSG services changed since last year?



■ Increased demand ■ Stayed the same

11,000+
people in
temporary
accomm.

How has the complexity of support needs changed since last year?



■ Increased complexity ■ Stayed the same

Increased costs and decreased budgets

11%
increase
in cost of
delivering
services

75%
of providers
are running
services at a
deficit

52%
are using
reserves to
prop up
services

Impact on service delivery this year

45%

have not bid
for new or
re-tendered
contracts

27%

have reduced
service
capacity

66%

are having
to operate
waiting lists

The impact of a cash-flat settlement in 2024/25

77%
extremely
likely or likely
to reduce
capacity

40%
extremely
likely or likely
hand back
contracts

67%
extremely
likely or likely
not to bid for
contracts

Staff pay, recruitment and retention

91% of support providers said their HSG funding had not been increased by enough to cover the necessary increase in staff wages.

72% said the lack of an inflationary increase this year had a negative or very negative impact on their ability to recruit and retain staff.

Frontline workers and the cost-of-living crisis:

18% were struggling to pay their rent (Frontline worker survey, January 2023)

56% were struggling to pay their bills

86% were not putting on the heating in order to save money

"There is also a continued and increasing risk to our ability to attract the right people into the workforce as salaries are increasingly left behind. We are committed to the Real Living Wage, but even meeting the National Living Wage is becoming harder."

"Recruitment has been a significant challenge and we're seeing increased turnover of staff due to the cost of living crisis, where colleagues cannot afford to continue working in the sector. Ever changing teams has a huge impact on the quality of services and pressure on managers."

How can we work together?

Some ideas for discussion:

- Raise your concerns with your local and regional MSs ([campaign pack](#))
- APSE Cymru write to the First Minister?
- Are there any other spaces we can use to raise the profile of the campaign?



Thank you for listening

