



Homelessness Review Client Survey

Consultation Report
October 2018



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Homelessness Review Client Survey

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Background

The Service Development & Improvement Team within Cardiff Council's Communities, Housing & Customer Services are in the process of undertaking a review of homelessness services in Cardiff, in order to form the basis of a new Homelessness Strategy.

Part of this review includes consultation with those who are, or have recently been homeless, or threatened with homelessness.

Methodology

The Service Development & Improvement Team worked with the Cardiff Research Centre (CRC) to develop a questionnaire for current and past service users. This consisted of sections covering Advice Received, support for those threatened with homelessness (currently, or within the past three years), support for those who are homeless, or had been in the past three years, and demographic information about those taking part in the survey.

Two versions of the survey were developed – paper copies, and an online survey which could be accessed by Outreach workers via tablets or smartphones. Copies of the survey were sent to those who had been in contact with the Housing Teams at Cardiff Council, similarly, those attending appointments in Hubs or the Housing Options Centre were taken through the online survey. Partner organisations working with the homeless, or those threatened with homelessness were also provided with copies of the survey for distribution, along with pre-paid envelopes to return completed surveys. The survey was also promoted to targeted audiences on the Council's social media channels.

The survey was live between 30th August and 12th October 2018. A total of 465 completed surveys were received.

Please note, for some questions in the survey, respondents were able to give multiple answers; in these cases, the number of responses to the question may exceed the number of respondents answering, and the total percentage of responses will be greater than 100%. Rounding errors may also mean that percentage figures do not precisely total 100.0%. Total figures throughout this report are based on the number of respondents answering the relevant question.

Similarly, where open responses are given, respondents may have covered more than one topic in their response, so the total number of responses by theme may exceed the number of respondents answering. This is highlighted where applicable throughout the report.

Results

Which of the following statements describes you?

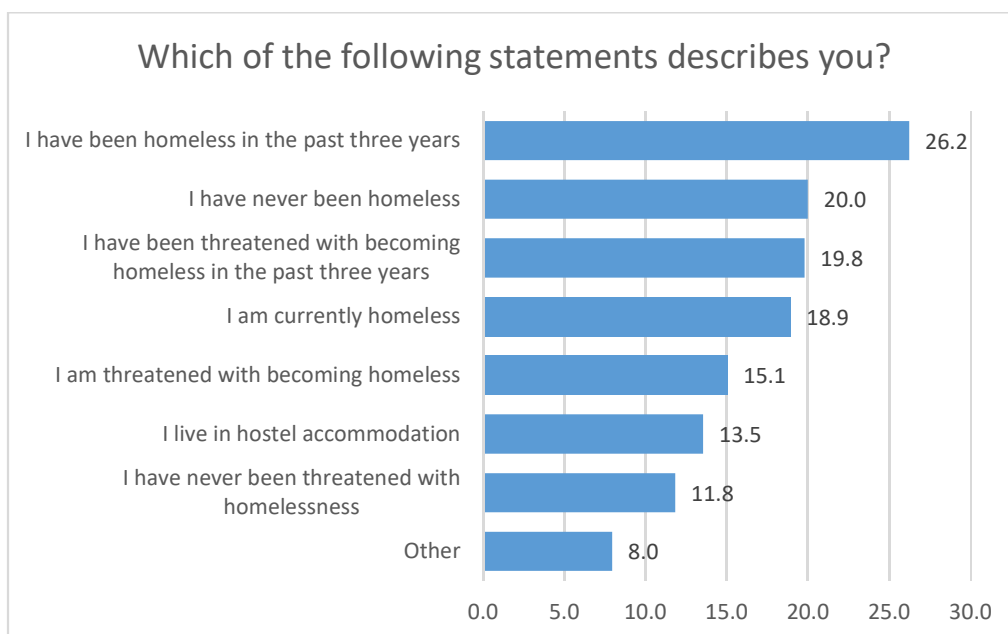
Just over a quarter of those participating in the survey had been homeless in the past three years (26.2%); just under one in five (18.9%) were currently homeless.

One in five (19.8%) had been threatened with homelessness in the past three years; around one in six (15.1%) were currently threatened with homelessness.

Just under one in seven respondents (15.1%) live in hostel accommodation

	No	%
I have been homeless in the past three years	122	26.2
I have never been homeless	93	20.0
I have been threatened with becoming homeless in the past three years	92	19.8
I am currently homeless	88	18.9
I am threatened with becoming homeless	70	15.1
I live in hostel accommodation	63	13.5
I have never been threatened with homelessness	55	11.8
Other	37	8.0
Total number of respondents	465	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

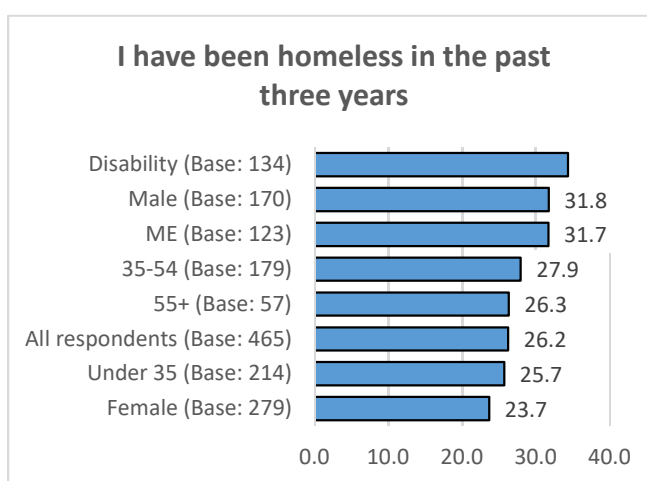
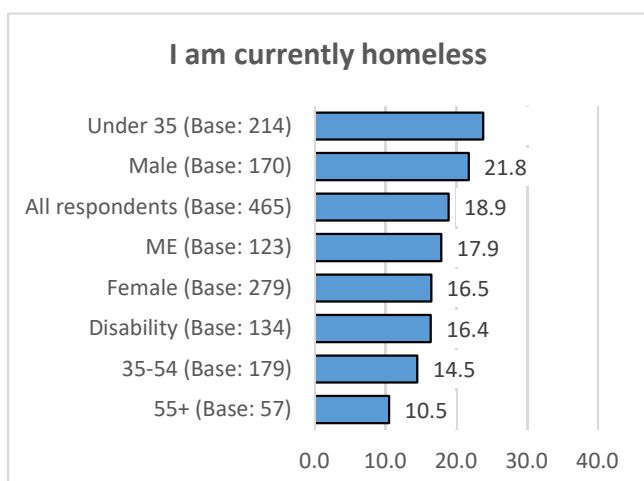


Those answering 'Other' were asked to specify their housing situation

	No	%
Temporary Accommodation - Currently living in temporary accommodation - I am currently in temporary accommodation. I was issued with a Section Notice due to the property condition	5	17.9
Supported Accommodation - Currently staying in supported accommodation with Hafod Care - I have been supported to live in BAWSO accommodation since fleeing DA	3	10.7
Previously threatened - Was threatened with homelessness due to landlord selling property	2	7.1
Total number of respondents	28	100.0

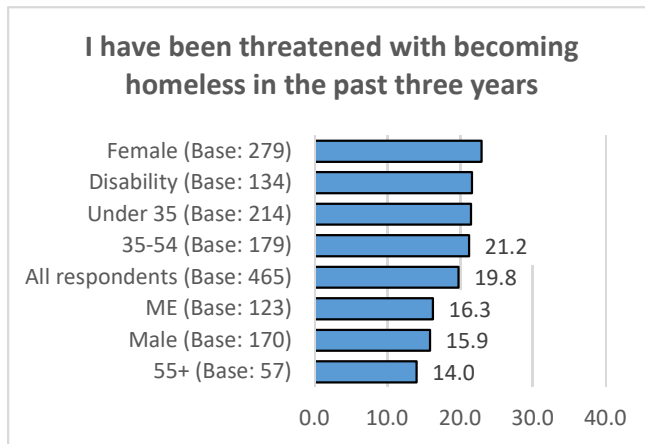
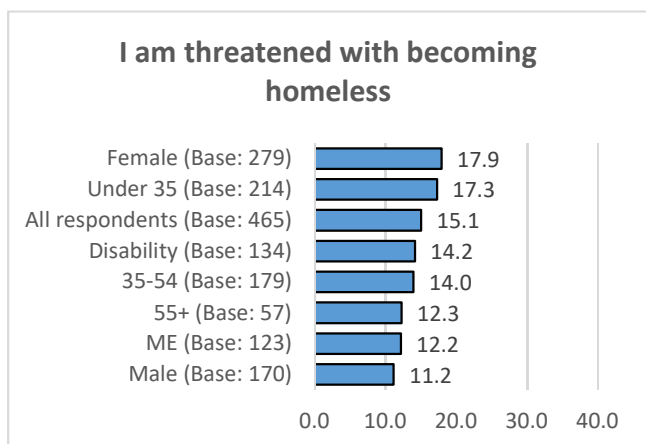
Respondents under the age of 35 (23.8%), and males (21.8%), were most likely to be currently homeless.

More than a third of those who had been homeless in the past three years identified themselves as having a disability (34.3%)

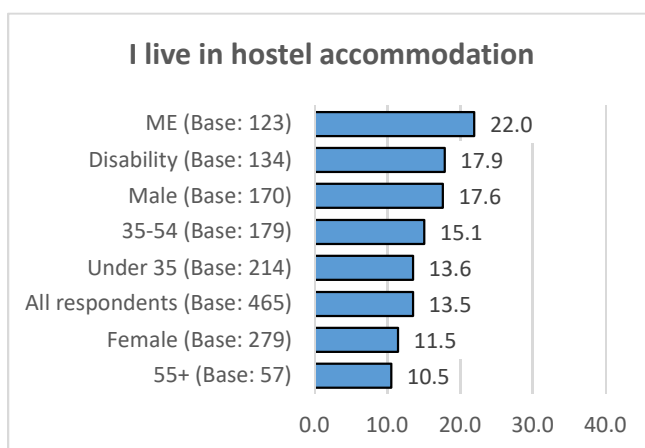


Females (17.9%), and respondents under the age of 35 (17.3%), were most likely to be threatened with becoming homeless.

Females (22.9%), those identifying as disabled (21.6%) and respondents under the age of 35 (21.5%) were most likely to have been threatened with homelessness in the past three years.



Respondents from a minority ethnicity (22.0%), those identifying as disabled (17.9%), and males (17.6%) were most likely to be living in hostel accommodation.



How many times have you been homeless or threatened with homelessness in the past three years?

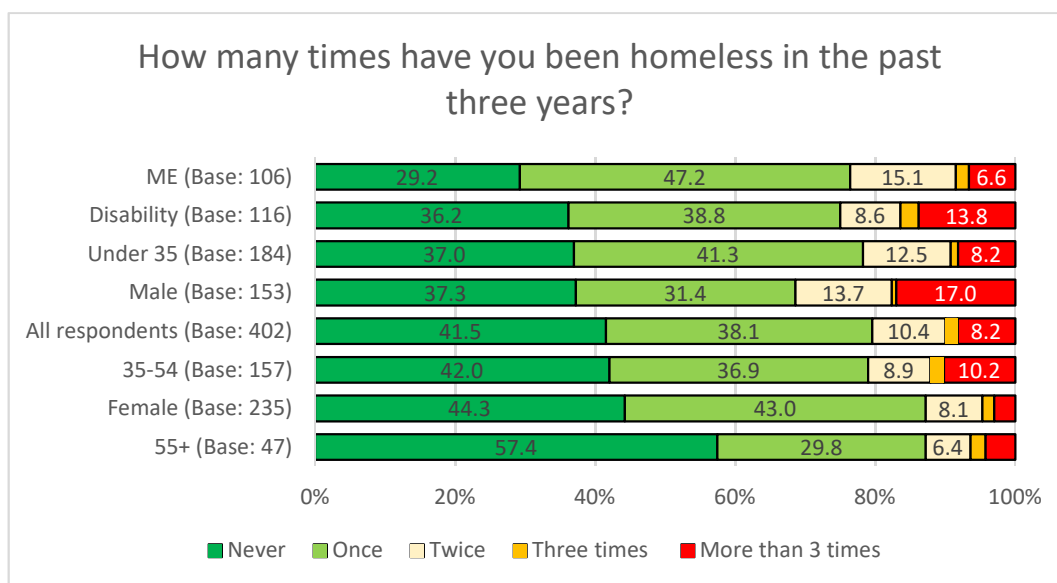
More than half of those giving an answer to this question had been homeless, or threatened with homelessness, at least once in the past three years (58.5% and 55.8% respectively).

One in twelve respondents (8.2%) had been homeless more than three times in the past three years.

	Base	Never		Once		Twice		Three Times		More than Three Times	
		No	%	No	%	No	%	No	%	No	%
Homeless	402	167	41.5	153	38.1	42	10.4	7	1.7	33	8.2
Threatened with homelessness	312	138	44.2	107	34.3	37	11.9	9	2.9	21	6.7
Provided with emergency overnight accommodation	254	199	78.3	32	12.6	4	1.6	4	1.6	15	5.9

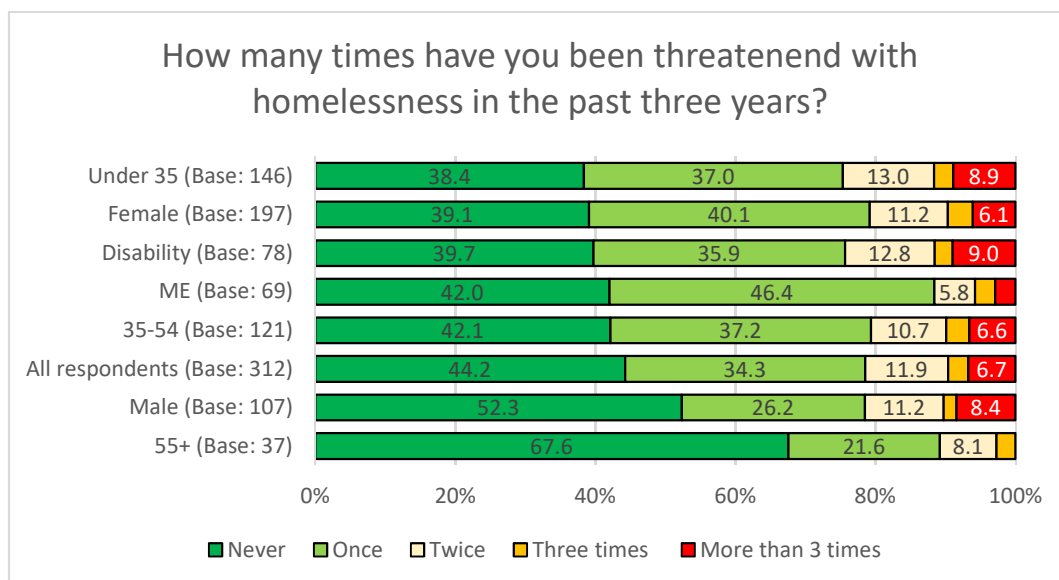
Respondents from a Minority Ethnicity (ME) were most likely to have been homeless at least once (70.8%).

Males (31.4%), and those with a disability (25.0%) were most likely to have been homeless multiple times.



Respondents under the age of 35 (61.6%), females (60.9%) and those with a disability (60.3%) were most likely to have been threatened with homelessness at least once.

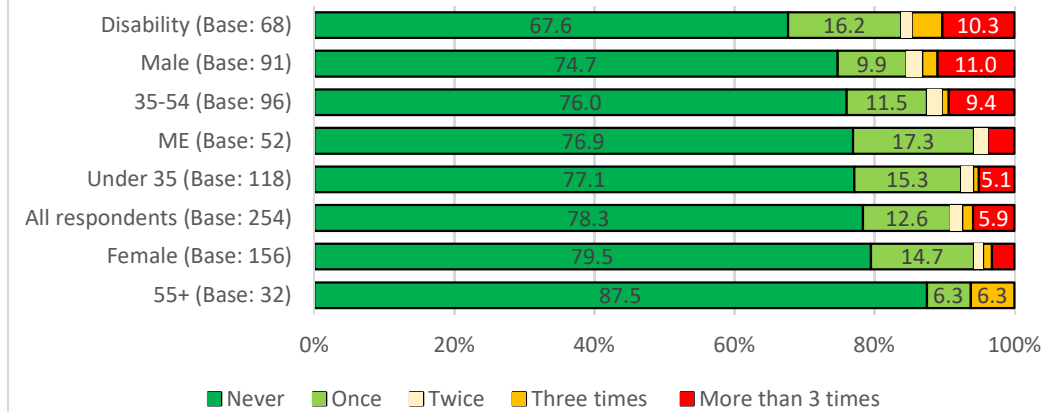
Respondents under the age of 35 (24.7%), and those with a disability (24.4%) were most likely to have been threatened with homelessness multiple times.



Respondents identifying as disabled were most likely to have been provided with emergency accommodation at least once (32.4%).

Those with a disability (16.2%), males (15.4%), and respondents aged 35-54 (12.5%) were most likely to have been provided with emergency accommodation multiple times.

How many times have you been provided with emergency accommodation in the past three years?



What was the longest period for which you were homeless?

Respondents were asked how many years, months, weeks and days they had been homeless. A total of 196 gave an answer to this question.

Ten respondents reported they were homeless for one day, with a further 13 respondents homeless for up to six days. Three respondents stated they were homeless for 15 years or more. The average duration of homelessness was 1 year, 3 months and 1 week.

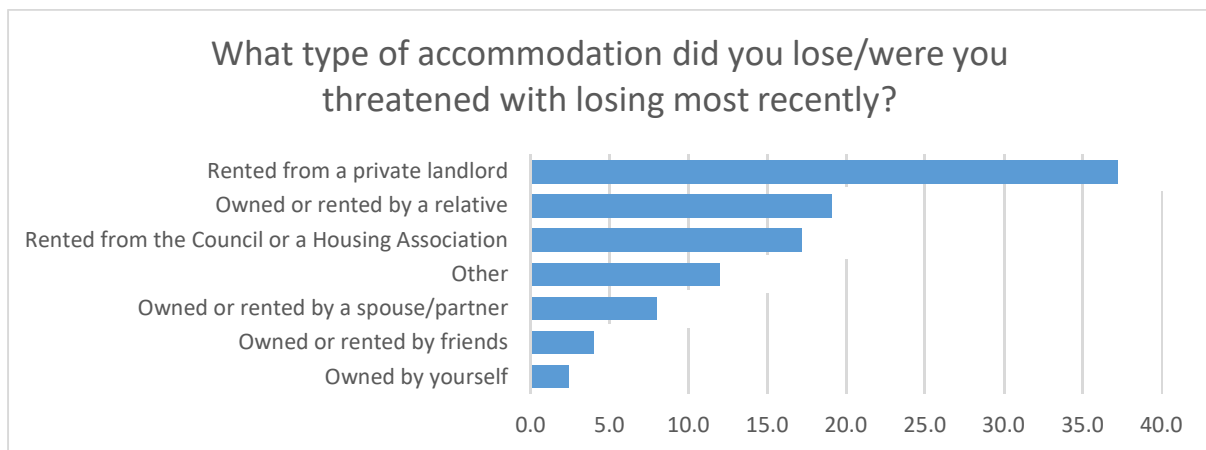
There was little variation by the demographic groups analysed.

	Years	Months	Weeks	Days
Shortest	0	0	0	1
Average	1	3	1	0
Longest	17	0	0	0

What type of accommodation did you lose/were you threatened with losing most recently?

More than a third (37.2%) of those giving an answer to this question reported they lost, or were threatened with losing accommodation rented from a private landlord, followed by accommodation owned or rented by a relative (19.1%), or rented from the Council or a Housing Association (17.2%).

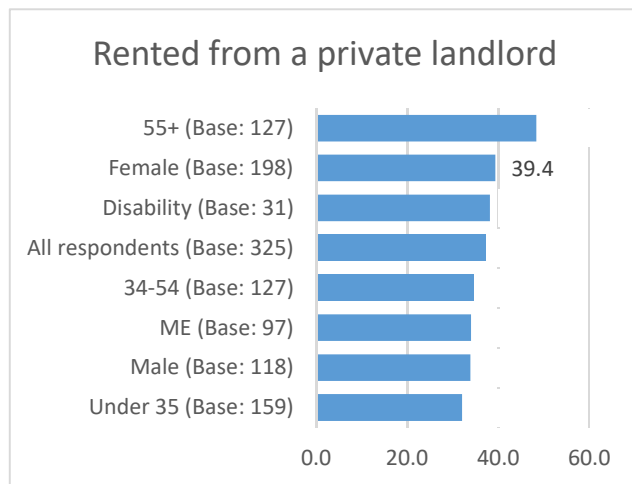
	No	%
Owned or rented by a relative	62	19.1
Other	39	12.0
Owned or rented by friends	13	4.0
Total number of respondents	325	100.0



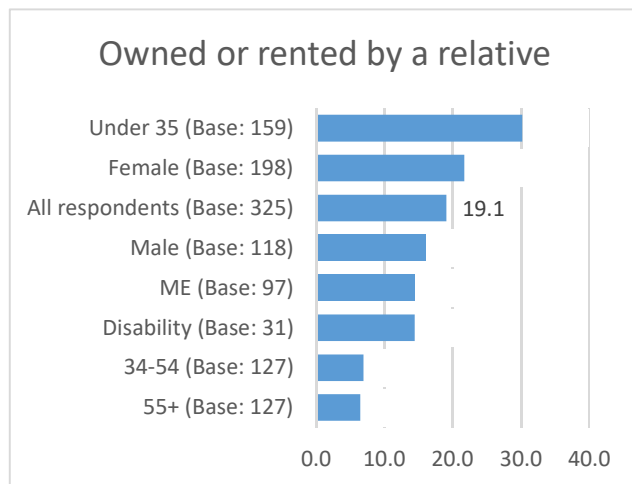
'Other' types of accommodation were:

	No	%
NASS Accommodation	11	29.7
Left prison	4	10.8
Lived with family member	3	8.1
Owned with spouse	3	8.1
Refuge/fled Domestic Abuse	3	8.1
Hostel	2	5.4
Moved from overseas	2	5.4
Overcrowding	2	5.4
Miscellaneous	7	18.9
- <i>Temporary Accommodation</i>		
- <i>Shared house</i>		
- <i>Sofa surfing</i>		
- <i>Discharged as homeless from mental health hospital</i>		
- <i>Tent</i>		
Total number of respondents	37	100.0

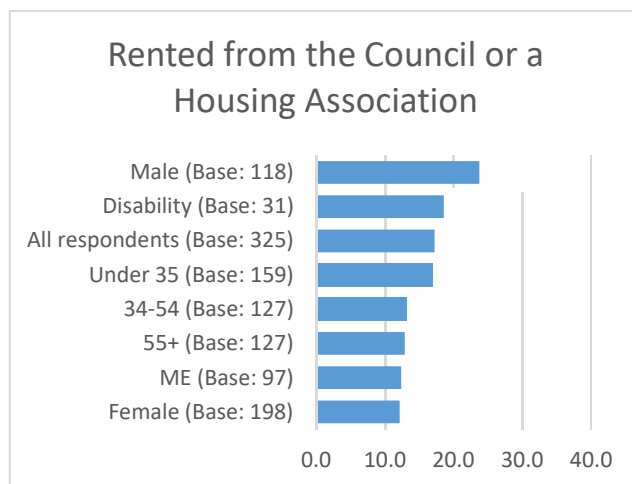
Respondents aged 55 or over were most likely to lose accommodation rented from a private landlord (48.4%).



Respondents aged 35 or under were most likely to lose accommodation owned or rented by a relative (30.2%).



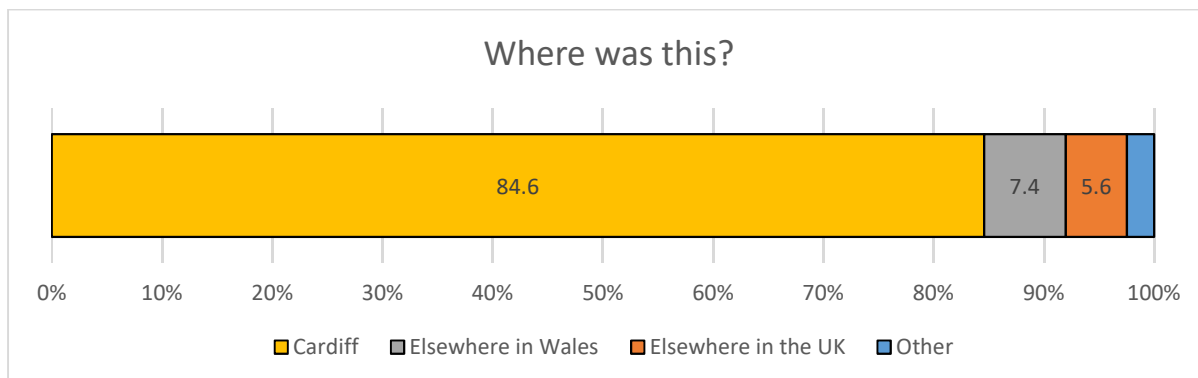
Males were most likely to lose accommodation rented from the Council or a Housing Association (23.7%).



Where was this?

The majority of respondents (84.6%) lost their most recent accommodation in Cardiff, with just under one in six (15.4%) moving to the city after losing their home. There was no difference to this pattern in any of the demographic groups analysed.

	No	%
Cardiff	274	84.6
Elsewhere in Wales	24	7.4
Elsewhere in the UK	18	5.6
Other	8	2.5
Total number of respondents	324	100.0



Places outside Cardiff identified were:

	No	%		No	%
Overseas	6	14.3	Hereford	1	2.4
London	4	9.5	Leamington Spa	1	2.4
Rhondda Cynon Taf	4	9.5	Llanelli	1	2.4
Barry	3	7.1	Northern Ireland	1	2.4
Bridgend	2	4.8	Pontypool	1	2.4
Newport	2	4.8	Porth	1	2.4
Tredegar	2	4.8	Powys	1	2.4
Aberystwyth	1	2.4	Prison	1	2.4
Birmingham	1	2.4	Somerset	1	2.4
Blackwood	1	2.4	Stoke-on-Trent	1	2.4
Caerphilly	1	2.4	Swansea	1	2.4
Crewe	1	2.4	Torfaen	1	2.4
Gwent	1	2.4	Wrexham	1	2.4
Total number of respondents			42	100.0	

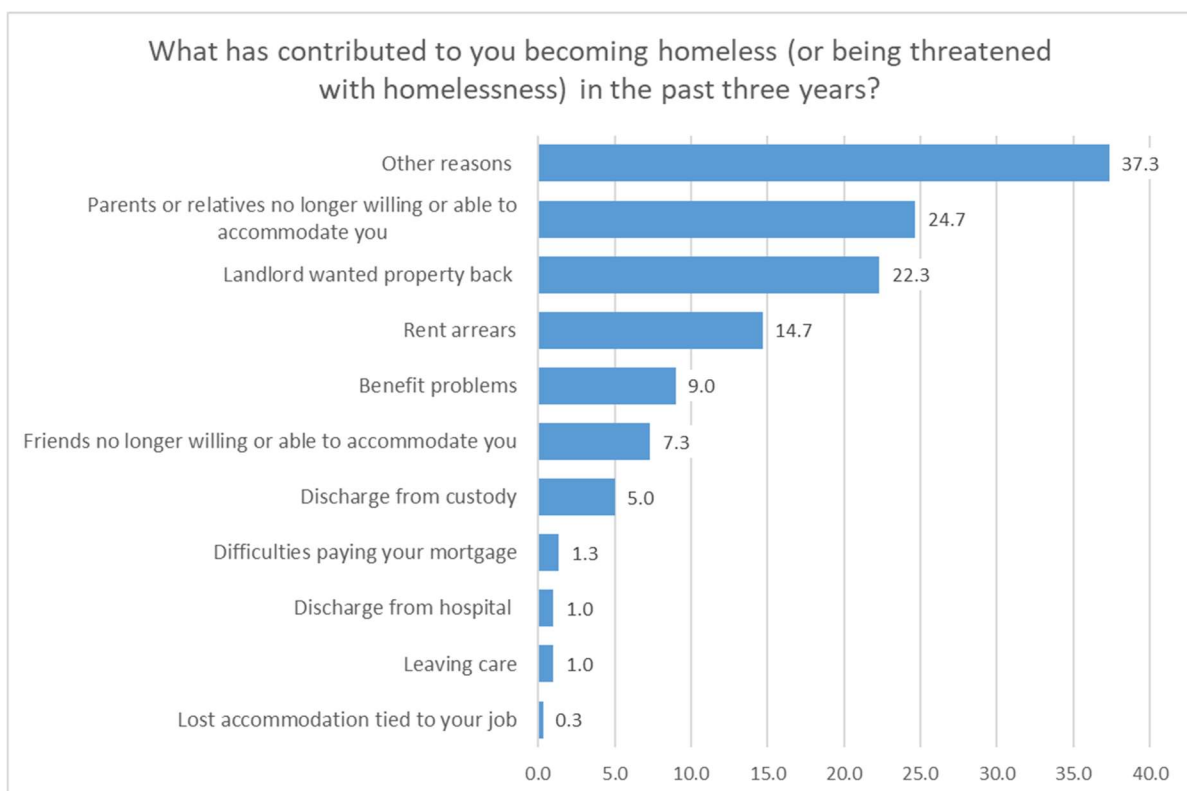
What has contributed to you becoming homeless (or being threatened with homelessness) in the past three years?

Respondents were given a list of reasons which could have contributed to their becoming homeless (or being threatened with homelessness), and asked to identify which applied to them.

From the list provided, the most common reasons given were parents or relatives no longer willing to accommodate you (24.7%), landlord wanted the property back (22.3%), or rent arrears (14.7%).

	No	%
Parents or relatives no longer willing or able to accommodate you	74	24.7
Landlord wanted property back	67	22.3
Rent arrears	44	14.7
Benefit problems	27	9.0
Friends no longer willing or able to accommodate you	22	7.3
Discharge from custody	15	5.0
Difficulties paying your mortgage	4	1.3
Discharge from hospital	3	1.0
Leaving care	3	1.0
Lost accommodation tied to your job	1	0.3
Other reasons	112	37.3
Total number of respondents	300	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%



Just over a third of respondents identified another reason for becoming homeless, or being threatened with homelessness; 104 respondents identified contributions to their housing situation, which have been grouped into the following categories:

	No	%
Relationship breakdown <ul style="list-style-type: none"> - Split with my partner kicked me out of our home - Ex-partner kicked me out. I was not on the tenancy - Husband has council tenancy and has left Cardiff - Ex-partner no longer wants me there 	21	20.2
Domestic violence <ul style="list-style-type: none"> - Fleeing domestic violence from a partner - Fled due to domestic violence and having been hospitalised - Fled Domestic Abuse 	16	15.4
Dispute with landlord <ul style="list-style-type: none"> - There should be nothing wrong with my tenancy but my landlord has said there are rent issues. - reported repairs to landlord and was given section 21 notice for no reason - Property has been classed as a HMO but not being rented as such 	10	9.6
Immigration issues <ul style="list-style-type: none"> - We had to leave NASS accommodation as we got leave to remain status - Because refused my claim asylum - Was granted refugee status 	10	9.6
Property unsuitable <ul style="list-style-type: none"> - Damage to property (fire) - Ceiling came down - Property no longer suitable 	9	8.7
Rent / Finance issues <ul style="list-style-type: none"> - I was sharing the rent with my dad then he died so I couldn't afford full rent - Failure to pay council tax - Financial difficulties 	8	7.7
Family issues <ul style="list-style-type: none"> - Parents alcoholics couldn't stay there anymore - Mother died. Drug user brother moved in - Family - getting away from my dad before something bad happened 	7	6.7
Criminality <ul style="list-style-type: none"> - Partner of tenant involved in criminal activity - Fleeing people who were after me 	5	4.8
Anti-social behaviour <ul style="list-style-type: none"> - Accused of being antisocial which was untrue - Neighbour dispute 	4	3.8
Illness / Mental health issues <ul style="list-style-type: none"> - Mental health reasons 	4	3.8
Overcrowding <ul style="list-style-type: none"> - Overcrowded and parents want me to move on 	3	2.9
Pregnancy / new baby <ul style="list-style-type: none"> - Pregnant 	2	1.9
Tenancy not renewed <ul style="list-style-type: none"> - End of contract not being renewed 	2	1.9

Miscellaneous	10	9.6
- Found to be intentionally homeless		
- Death of landlord		
- The agencies refused to rent us		
- Didn't like where I was staying		
Total number of respondents	104	-

Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

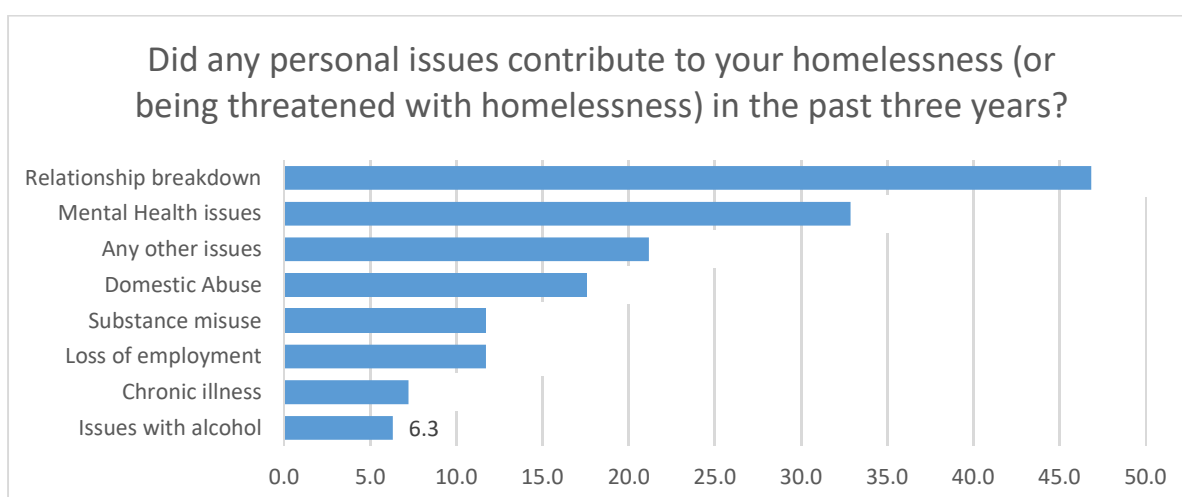
Did any personal issues contribute to your homelessness (or being threatened with homelessness) in the past three years?

These findings were echoed when respondents were asked if there were any personal issues that had contributed to the loss of their accommodation, with the breakdown of a relationship cited by almost half of those answering this question (46.8%).

A third of respondents (32.9%) indicated mental health issues had contributed to their housing situation.

	No	%
Mental Health issues	73	32.9
Substance misuse	26	11.7
Chronic illness	16	7.2
Any other issues	47	21.2
Total number of respondents	222	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%



Of those indicating another reason, 41 respondents gave further information on the nature of these personal issues. These have been grouped into the following categories:

	No	%
Migration / Asylum <ul style="list-style-type: none"> - <i>I was on NASS support</i> - <i>I have no money and became an asylum seeker but the home office refuse to give me accommodation.</i> 	8	19.5
Pregnancy / new baby <ul style="list-style-type: none"> - <i>I had a baby and I was on maternity leave from my job and the maternity pay wouldn't cover the rent</i> - <i>I am 7 months pregnant</i> 	7	17.1
Illness <ul style="list-style-type: none"> - <i>Hearing/sight impairment.</i> - <i>Disability and pain led to relapse which didn't help mental health problems</i> 	6	14.6
Overcrowding <ul style="list-style-type: none"> - <i>Come to Cardiff to help mother as she is ill but she cannot keep us there - no room</i> - <i>Overcrowded</i> 	5	12.2
Family disputes <ul style="list-style-type: none"> - <i>Clash of personality with Stepfather</i> - <i>Family breakdown</i> 	4	9.8
Bereavement <ul style="list-style-type: none"> - <i>Grief</i> - <i>Death in family</i> 	3	7.3
Cost / Rent issues <ul style="list-style-type: none"> - <i>Cost of living</i> - <i>Going back to work caused me issues with my rent payments</i> 	3	7.3
Criminality <ul style="list-style-type: none"> - <i>Boyfriend got into a bit of trouble and may go to prison</i> - <i>Ex-partner hospitalised me</i> 	3	7.3
Miscellaneous <ul style="list-style-type: none"> - <i>Problems with neighbours</i> - <i>Religion</i> 	4	9.8
Total number of respondents	41	-

Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

Advice

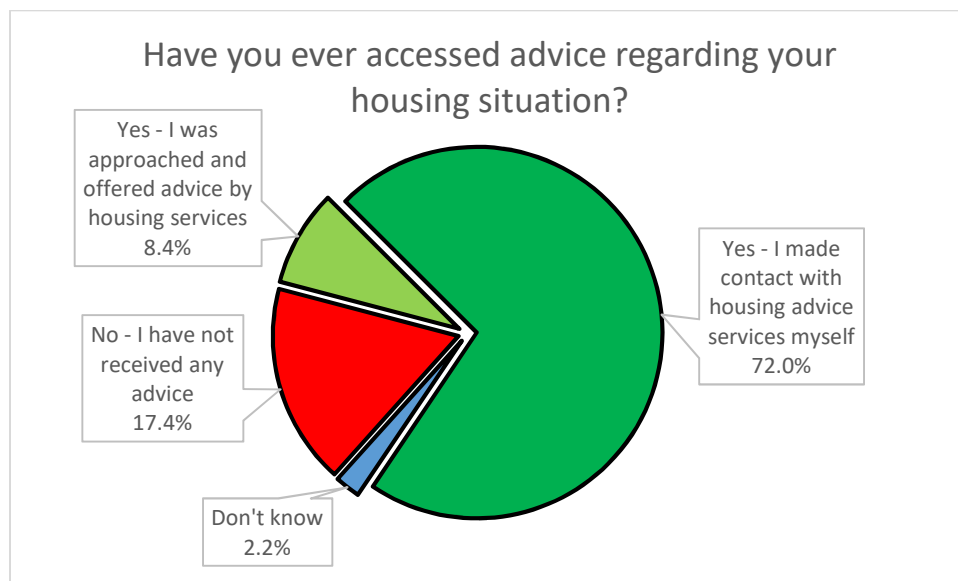
Have you ever accessed advice regarding your housing situation?

Almost three quarters (72.0%) of respondents made contact with housing advice services, with a further 8.4% being approached by housing services.

Respondents identifying as disabled were most likely to make contact (81.7%).

Around one in six respondents (17.4%) had not received any advice. Those aged 55 or over, and those from a minority ethnicity were most likely to state they had not received any advice (22.2% and 21.0% respectively).

	No	%
Yes - I made contact with housing advice services myself	326	72.0
Yes - I was approached and offered advice by housing services	38	8.4
No - I have not received any advice	79	17.4
Don't know	10	2.2
Total number of respondents	453	100.0

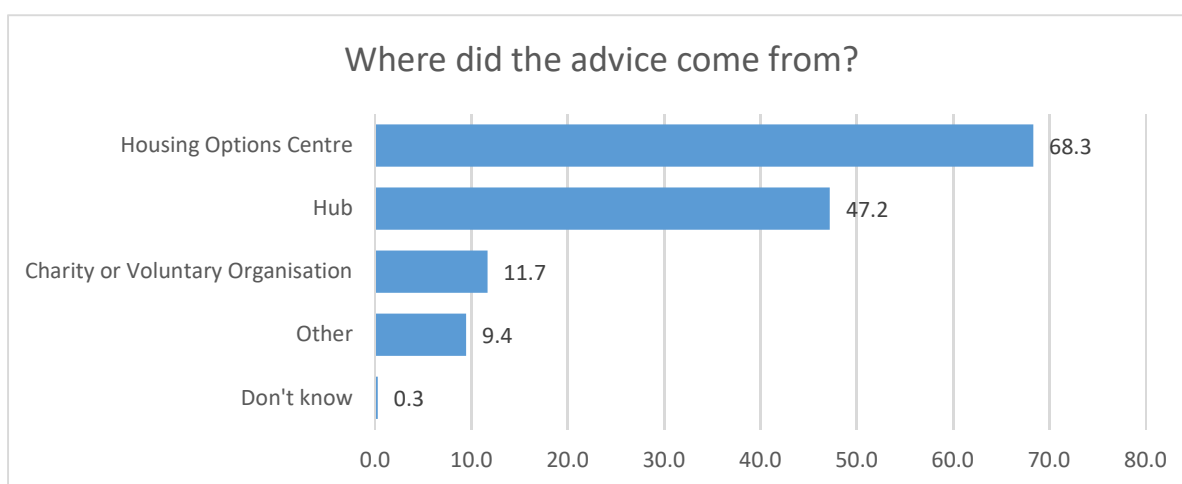


Where did the advice come from?

Just over two-thirds of those who had been given advice regarding their housing situation (68.3%) got advice from the Housing Options Centre, with almost half (47.2%) getting advice from one of the Council's Hubs. Around one in ten received advice elsewhere – 11.7% from a charity or voluntary organisation, and 9.4% from another source.

	No	%
Housing Options Centre	246	68.3
Hub	170	47.2
Charity or Voluntary Organisation	42	11.7
Other	34	9.4
Don't know	1	0.3
Total number of respondents	360	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%



Those using another source of advice were asked to identify what this was – Shelter Cymru was the most frequently named organisation.

	No	%		No	%
Shelter Cymru	5	16.7	Huggard	1	3.3
Salvation Army	3	10.0	Migrant help	1	3.3
Women's Aid	3	10.0	Outreach Services	1	3.3
YMCA	3	10.0	Probation	1	3.3
BAWSO	2	6.7	Safer Wales	1	3.3
Refugee Council	2	6.7	Social Worker	1	3.3
Basement	1	3.3	Support Worker	1	3.3
Citizens Advice	1	3.3	The Wallich	1	3.3
Gypsies & Travellers Wales	1	3.3	United Welsh	1	3.3
Hafod Care	1	3.3	Victim Support	1	3.3
Housing Officer	1	3.3			
	Total number of respondents			30	-

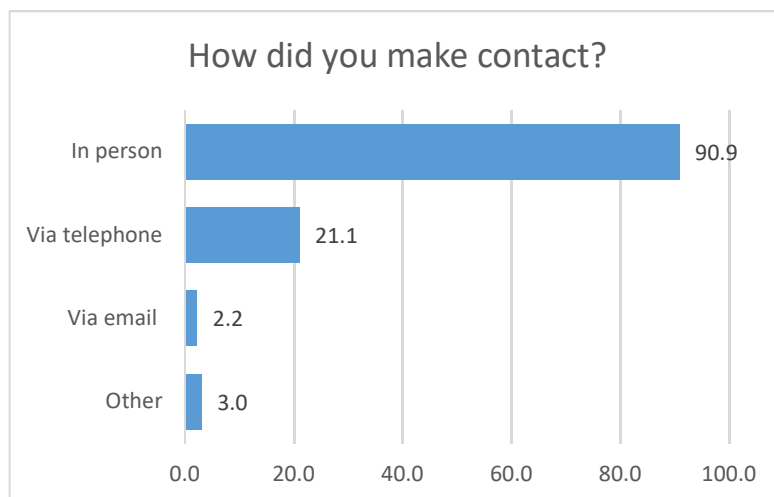
Respondents from a minority ethnicity, and those under the age of 35, were most likely to use the Housing Options Centre (75.8% and 73.2% respectively); the former were least likely to seek advice at a Hub (39.6%), whilst the younger age group were most likely to do this (54.3%).

	All respondents	Female	Male	Under 35	34-54	55+	Disability	ME
Base	360	220	131	173	138	41	117	91
	%	%	%	%	%	%	%	%
Housing Options Centre	68.3	67.7	69.5	65.3	73.2	65.9	68.4	75.8
Hub	47.2	49.1	46.6	54.3	40.6	43.9	46.2	39.6
Charity or Voluntary Organisation	11.7	10.9	11.5	10.4	11.6	9.8	10.3	15.4
Other	9.4	8.6	10.7	7.5	10.9	12.2	12.0	8.8
Don't know	0.3	0.5	0.0	0.6	0.0	0.0	0.0	0.0

How did you make contact?

Almost all respondents made contact in person (90.9%), with around a fifth (21.1%) using the telephone.

	No	%
In person	328	90.9
Via telephone	76	21.1
Via email	8	2.2
Other	11	3.0
Base	361	-



Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

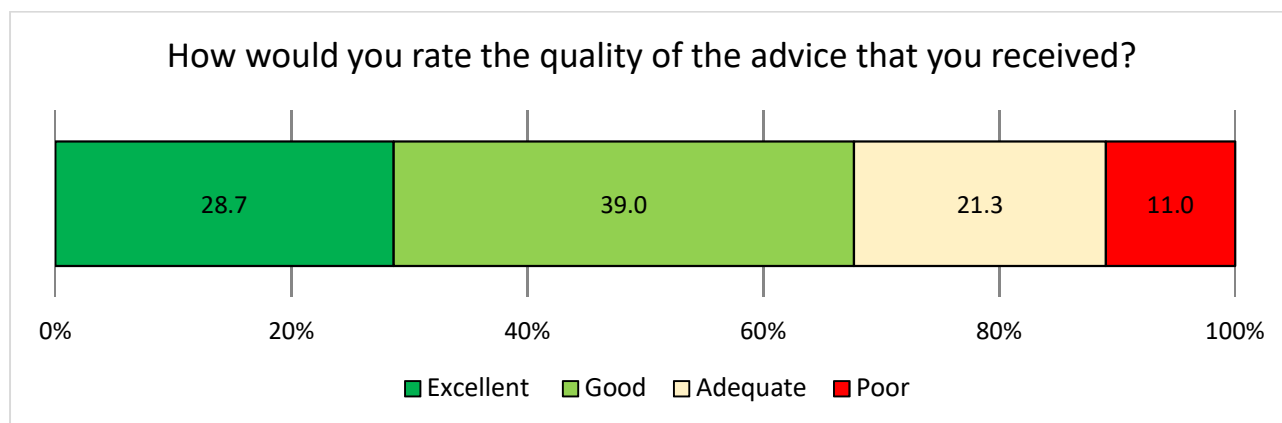
Other means of contact included:

	No	%
Support worker	4	44.4
Outreach	2	22.2
Family member	1	11.1
Refugee Council	1	11.1
Social worker	1	11.1
Total number of respondents	9	-

How would you rate the quality of the advice that you received?

Two-thirds (67.7%) of those responding to this question rated the advice they received as 'Excellent' (28.7%) or 'Good' (39.0%). One in ten (11.0%) felt they were given poor quality advice.

	No	%
Excellent	102	28.7
Good	139	39.0
Adequate	76	21.3
Poor	39	11.0
Total number of respondents	356	100.0



Almost half of those aged 55 or over felt the advice they were given was 'Excellent' (46.3%), compared to a fifth (21.6%) of respondents aged under 35.

Do you have any suggestions of how we could we improve the advice services provided in Cardiff?

A total of 134 respondents left suggestions on how to improve advice services; comments received have been grouped into the following categories:

	No	%
Good service provided <ul style="list-style-type: none"> - They do everything that they can to help you. Certain staff members are more helpful than others are. - I think it's marvellous. It was great to me - I was in an awful situation, the council helped me and my family. I'll always appreciate the help - I witnessed the housing outreach team attend a homeless shelter that I volunteer in. The team members sat and shared a meal with a number of people. They connected with people to help allay fears. - We are pleased for all the help and supports we received. Big thank you to support me to not spend a night in street with my son. I am thankful. 	21	15.7
More understanding of individuals' circumstances <ul style="list-style-type: none"> - Treat everyone as an individual, try not to judge people by their past - At the Housing Options Centre the receptionist was rude and not sympathetic. I was advised to go back to live with the relative who was evicting me. I felt very anxious as I could see myself being thrown on the streets with my child. I felt the process was lengthy, stressful. When I was seen by the case officer the situation improved and my case was dealt more smoothly. 	21	15.7

<ul style="list-style-type: none"> - <i>I felt the staff were frustrated and that I should have known what to do. That they were going through the motions</i> - <i>Listen and understand</i> - <i>Provide more options. Being more empathetic when advice being given.</i> 		
<p>Improve waiting times</p> <ul style="list-style-type: none"> - <i>There was a long wait to be seen at reception when I first contacted in person the Housing Options Centre.</i> - <i>Waiting until last moment to get the ball rolling is ridiculous!</i> - <i>Sometimes the waiting time was horrendous.</i> - <i>Very long time waiting in the queue at housing options centre. Could you reduce this time? Very difficult if you are a single parent with children.</i> 	16	11.9
<p>Better quality of information</p> <ul style="list-style-type: none"> - <i>I had no idea that when my landlord told me to leave I had legal options. I didn't think I had a choice. I would like there to have been more information. I just knew nothing about my rights.</i> - <i>Give people all the advice they are entitled to, no one told us about free meals, the Huggard day room and so on</i> - <i>More info and leaflets that provide all information to direct someone where they can go for various help such as food as we sat here Mon, Tues and Thurs and starved all day with no money & food etc. It would have helped if we knew what time and where services provided food along with a map of what hostel services are out there and the help they provide so we know what direction to go in.</i> - <i>Make services clearer. Inform us of our entitlement.</i> 	16	11.9
<p>Better communication</p> <ul style="list-style-type: none"> - <i>The communication was inadequate and the level of help was low</i> - <i>Communication!</i> - <i>When I leave a message in the reception, they don't reply.</i> 	8	6.0
<p>Provide updates / regular information</p> <ul style="list-style-type: none"> - <i>Better support as sometimes it was difficult to get in touch (leaving long periods of no contact) Not returning calls etc</i> - <i>I don't get updated information as much as I would like</i> - <i>Keep the clients informed</i> 	7	5.2
<p>Easier access</p> <ul style="list-style-type: none"> - <i>Make person to person contact easier to access as when people are homeless they don't have access to simple things like the council website or phones, they need to be able to call in to speak to people</i> - <i>It would be good if it was easier for people to access services.</i> - <i>From speaking to many homeless people in Cardiff either living in tents or panhandling, the main problem seems to be that they are so focused on daily survival that being able to reach out to get help is very difficult for them.</i> 	7	5.2
<p>Streamlined service</p> <ul style="list-style-type: none"> - <i>I saw three different housing officers and I think it would have been more advantageous to have had the same officer throughout the process.</i> - <i>Process could be more streamlined</i> - <i>Before having appointments being told what documents or paperwork they will need to see instead of having appointments to go away and get the paperwork and make another appointment just adds to the stress if your trying to sort yourself out and you would have brought the documents if you knew they were needed</i> 	7	5.2

More staff <ul style="list-style-type: none"> - Hire more staff - Make it easier to access application forms, more staff working on the housing desks at the hub as the wait at times is ridiculous. - Need more staff 	7	5.2
Better training for staff <ul style="list-style-type: none"> - Give hub staff more training regarding housing services and advice as most of the time they are not sure on questions asked. - Staff not well informed, giving bad advice. - Each adviser tells you something different. It took us asking so many times to receive the right advice 	7	5.2
Who to prioritise <ul style="list-style-type: none"> - I am still in the property I supposed to be out of 1 month ago I am still waiting for accommodation as I have no children under 16 don't seem to help. I think people like me should be priority on council list and people with young children should be put in private as they can afford it with all the money they receive. - More options and support for older people - My suggestion to give priority to families have medical problems 	7	5.2
Better publicity/promote the service <ul style="list-style-type: none"> - Advertise help more. I did not know about hubs/Basement services until a friend told me. - Make the services more widely advertised. Didn't know where the help was available. 	4	3.0
Appointment system <ul style="list-style-type: none"> - Allow pre-arranged appointments. Not all people threatened with homelessness are unemployed, so time to seek help has to be planned around work. - Appointment only or home visits especially if you have children 	4	3.0
Better support for employed <ul style="list-style-type: none"> - Provide more assistance to individuals who work. Just because someone has a job doesn't mean they don't require assistance. - As I was in employment I was really discarded when it came to receiving any kind of help or housing. Make people in employment a bit more of a priority 	4	3.0
Better communication across teams/don't work in Silos <ul style="list-style-type: none"> - Link up and communicate better between the different services. - I was sent from one place to another. This needs to be looked at. 	4	3.0
Use Plain Language / Less jargon <ul style="list-style-type: none"> - The language used within letters is not easy to understand even though my English is very good. The information is useful only if you can clearly understand it. 	3	2.2
Intimidating environment <ul style="list-style-type: none"> - The environment and waiting time in Housing Centre is intimidating and I felt frightened and lonely. 	3	2.2
Drug-free environment <ul style="list-style-type: none"> - Having drug free facilities would be a start, I was placed into a hostel and everyone was using drugs. 	3	2.2
Privacy <ul style="list-style-type: none"> - At gateway/housing options before the official interview they ask for information (personal details) whilst in the queue which affected my confidence to say what my circumstance are. 	3	2.2

More money <ul style="list-style-type: none"> - <i>More money needs to be put into services to access accommodation - not everyone homeless now on the streets of Cardiff are drug users or "deserve" where they are</i> 	2	1.5
Miscellaneous <ul style="list-style-type: none"> - <i>Advice is good. Finding a property isn't good.</i> - <i>only excellent when I got my local MP involved</i> - <i>I was told I had to rehome my dog even though my autistic son is reliant on him and he is registered with Dogs for the Disabled as no temp accommodation takes dogs. This was not correct and my dog did not need to be rehomed. I am very relieved that I refused to rehome him</i> - <i>I was told I would be on the street with my kids. I was told when I was on the streets then I would receive help.</i> - <i>There's no help for people like me with mental health problems such as panic attacks and agoraphobia - how are we supposed to show up at the Housing Options without becoming ill????</i> 	27	20.2
Total number of respondents	134	-

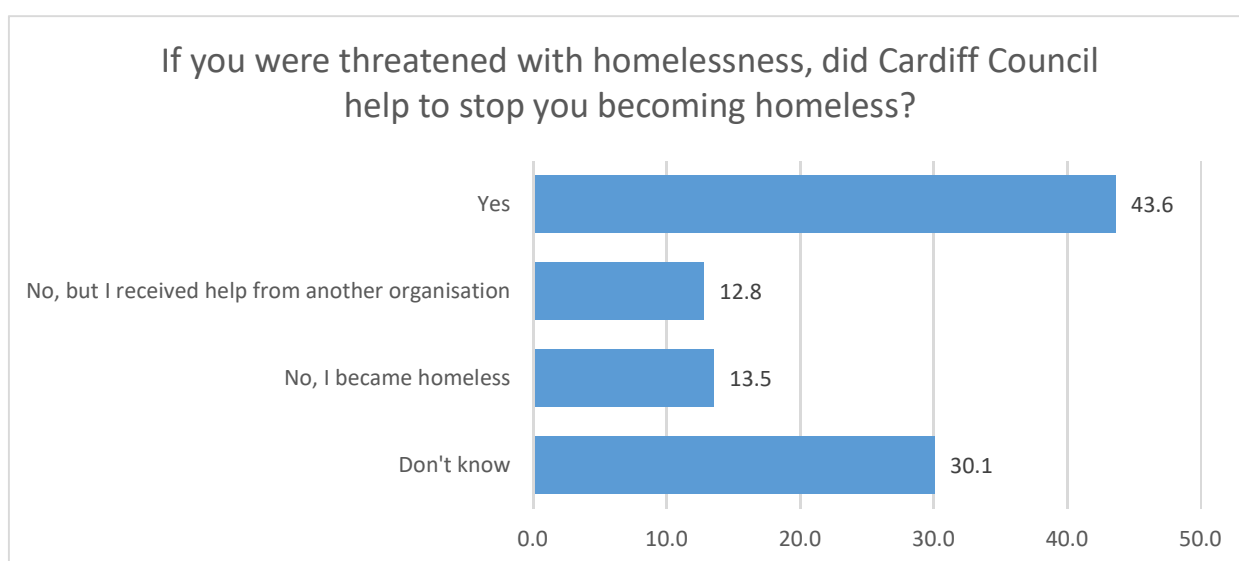
Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

Threatened with Homelessness

If you were threatened with homelessness, did Cardiff Council help to stop you becoming homeless?

Just under half of the respondents who had been threatened with homelessness stated Cardiff Council helped to stop them becoming homeless. One in eight (12.8%) received help from another organisation, whilst a similar proportion (13.5%) reported they became homeless.

	No	%
Yes	58	43.6
No, but I received help from another organisation	17	12.8
No, I became homeless	18	13.5
Don't know	40	30.1
Total number of respondents	133	100.0



Males were twice as likely as females to state they became homeless (20.5% compared with 10.9%); females were twice as likely to receive help from another organisation (15.2% compared with 7.7%).

	All respondents	Female	Male	Under 35	34-54	55+	Disability	ME
Base	133	92	39	64	56	12	40	33
	%	%	%	%	%	%	%	%
Yes	43.6	44.6	43.6	35.9	53.6	41.7	42.5	51.5
No, but I received help from another organisation	12.8	15.2	7.7	17.2	7.1	16.7	15.0	12.1
No, I became homeless	13.5	10.9	20.5	15.6	14.3	0.0	17.5	15.2
Don't know	30.1	29.3	28.2	31.3	25.0	41.7	25.0	21.2

If Another Organisation, please tell us where the help came from

Eleven respondents named the organisation who helped them:

	No	%
Housing Options	2	18.2
Salvation Army	2	18.2
Support worker	2	18.2
BAWSO	1	9.1
Cardiff Women's Aid	1	9.1
Floor Space	1	9.1
Gwalia	1	9.1
Shelter	1	9.1
Total number of respondents	11	-

Caution – low base size

Please describe the help that they provided

The help provided by these organisations included:

	No	%
Support worker <ul style="list-style-type: none"> - <i>He provided me with a support worker who helped me complete form and so on which I wouldn't have been able to complete myself.</i> - <i>Shelter are supporting me due to my disabilities. If the decision to evict is upheld they will deal with HOC for me.</i> - <i>Arranged housing appointment and will help me with the homeless process</i> 	5	45.5
Help with rent/bond <ul style="list-style-type: none"> - <i>I have been payed the first rent and bond.</i> 	2	18.2
Advocate <ul style="list-style-type: none"> - <i>They were able to advocate for me, contacting services on behalf of me.</i> 	1	9.1
Found cheaper accommodation <ul style="list-style-type: none"> - <i>Found cheaper accommodation</i> 	1	9.1
Placed in Refuge <ul style="list-style-type: none"> - <i>Placed in refuge as had nowhere to go</i> 	1	9.1
Still waiting <ul style="list-style-type: none"> - <i>Still awaiting I have three weeks been advised me and the children will be placed in a hostel.</i> 	1	9.1
Total number of respondents	11	-

Caution – low base size

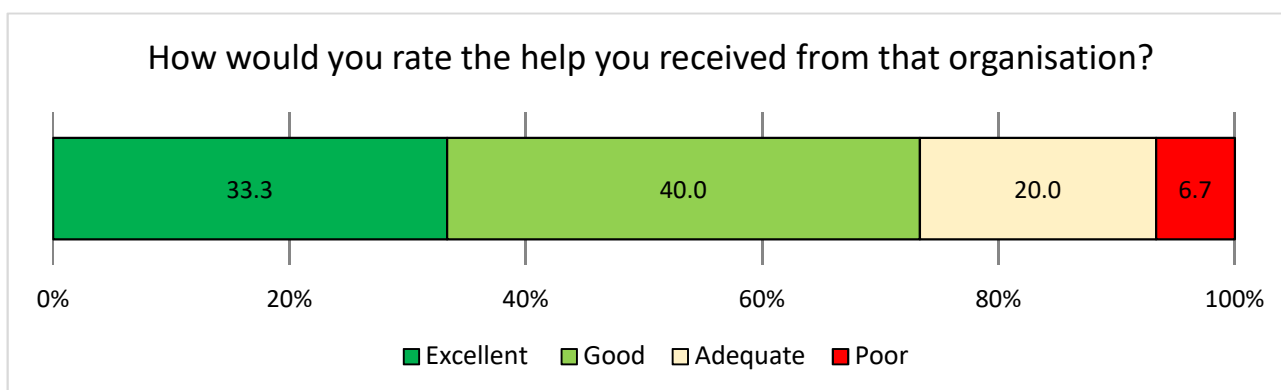
Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme may exceed the total number of respondents

How do you rate the help you received from that organisation?

Almost three-quarters of respondents (73.3%) rated the help they received as 'Excellent' (33.3%) or 'Good' (40.0%). Just one respondent felt the help given was poor.

	No	%
Excellent	5	33.3
Good	6	40.0
Adequate	3	20.0
Poor	1	6.7
Total number of respondents	15	100.0

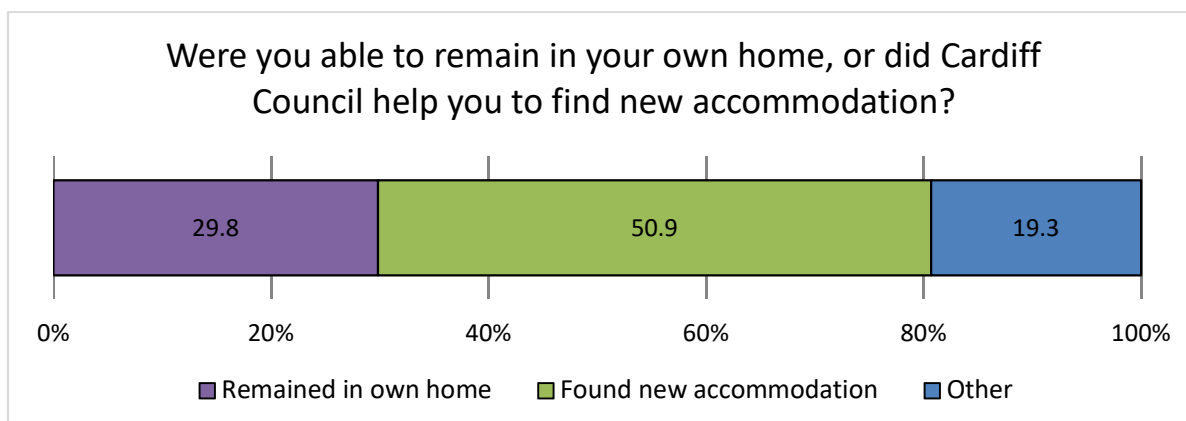
Caution – low base size



If Cardiff Council provided assistance, were you able to remain in your own home, or did Cardiff Council help you to find new accommodation?

Half of those helped by the Council were found new accommodation (50.9%). Three in ten were able to remain in their own home (29.8%).

	No	%
Remained in own home	17	29.8
Found new accommodation	29	50.9
Other	11	19.3
Total number of respondents	57	100.0



'Other' assistance provided by Cardiff Council included:

	No	%
Found Temporary Accommodation	4	40.0
- They helped with temporary flat		
- Placed on floor space		
In Progress	3	30.0
- It is in the process at the moment. Hopefully will be resolved and continue living a calmer life!		
- Waiting to be housed		
Found Rented Property	2	20.0
- On the second occasion I found a private rented property		
Paid Rent	1	10.0
- Paid the rent		
Total number of respondents	10	-

If Cardiff Council helped you to remain in your own home, how did we do this?

Half of those helped by the Council to remain in their own home were helped through mediation with their landlord (50%); just under half were given debt and financial advice (43.8%), and three in ten were given benefit advice (31.3%)

	No	%
Mediation with your landlord	8	50.0
Debt and financial advice	7	43.8
Benefit advice	5	31.3
Other	3	18.8
Legal advice	2	12.5
Mediation with mortgage company	0	0.0
Mediation with relatives	0	0.0
Total number of respondents	16	-

Caution – low base size

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

Other help given was:

- Rent rescue (2 respondents)
- Referral to tenancy support scheme (Salvation Army) (1 respondent)

If Cardiff Council helped you find new accommodation, was it?

Almost half of those helped to find new accommodation were placed in social housing (44.0%), while a quarter were placed in a Hostel / Supported accommodation (24.0%) or in privately rented accommodation (24.0%).

	No	%
Social housing	11	44.0
Hostel / Supported accommodation	6	24.0
Privately rented accommodation	6	24.0
Other	4	16.0
With relatives	0	0.0
With friends	0	0.0
Total number of respondents	25	100.0

Caution – low base size

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

All respondents who received 'Other' help were placed in temporary accommodation, with one reporting they were also given a Council House after a year.

Did Cardiff Council provide the following financial help?

No more than a third of respondents received the specified financial help from the Council; the most commonly report help given was payment to clear rent or mortgage arrears (36.7%)

	Base	Yes		No	
		No	%	No	%
Payment of bond	30	9	30.0	21	70.0
Rent in advance	30	9	30.0	21	70.0
Payment to clear rent or mortgage arrears	30	11	36.7	19	63.3
Other	30	6	30.0	14	70.0

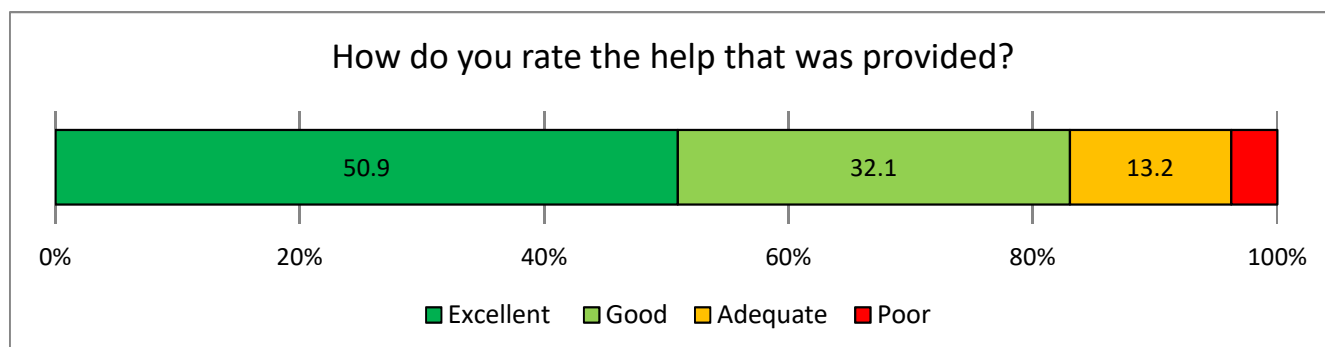
'Other' financial help given was:

	No	%
Housing benefit set up	2	40.0
Payment Plan	2	40.0
Floating support	1	20.0
Hostel placement	1	20.0
Total number of respondents	5	-

If you were threatened with homelessness and were provided with help by Cardiff Council how do you rate the help that was provided?

Respondents threatened with homelessness who had received help from the Council were typically happy with the help provided, with half (50.9%) rating it as 'Excellent', and a further 32.1% as 'Good'.

	No	%
Excellent	27	50.9
Good	17	32.1
Adequate	7	13.2
Poor	2	3.8
Total number of respondents	53	100.0



Do you have any suggestions on how Cardiff Council could improve the help that it provides to people who are threatened with homelessness?

A total of 49 respondents gave suggestions on how the Council can improve the help it gives to those threatened with homelessness:

	No	%
More understanding <ul style="list-style-type: none"> - Front line staff seem disillusioned. I felt judged. I felt intimidated. - be more helpful and supportive - More empathy, more smiling faces. - being more tolerant and be more understanding of peoples situations 	9	18.4
Easier to access help <ul style="list-style-type: none"> - Allow pre-arranged appointments for initial advice, or allow advice to be given over the phone. - Make services more accessible. I am from a family that does not claim benefits so as a 19 year old I had no idea where to start. - where to find information regarding council services 	6	12.2
More housing <ul style="list-style-type: none"> - The obvious improvement would be to have more properties - Offer more housing. Reduce student accommodation and increase affordable family accommodation. - If the council provide more council houses will help a lot because rents are reasonable. 	5	10.2
More streamlined <ul style="list-style-type: none"> - To have case worker/support worker all the way through the process rather than having different depts. dealing with the different issues during this process. Much better to deal with one person/team. 	4	8.2

- Better advice made us attend unnecessary appointments fill same forms over and over		
Plain language - Clearer information	3	6.1
Work with landlords - Work with landlords to promote better relationships with benefit claimants.	3	6.1
Give better advice - Clear and better advice in one place not one building to another	3	6.1
Who to prioritise - Unless you are willing to actually prioritize those who need it, there is nothing you can do	3	6.1
Access to information - I think it would be useful for all tenants to receive information about their rights when they sign for tenancies. It is all about your responsibilities as a tenant.	2	4.1
Avoid substance abuse - I earn a low wage and I am 19 I don't want to be told me and my pregnant 17 year old girlfriend will have to sleep on the floor with people doing drugs and drinking	2	4.1
Better publicity / promote the service - Raise awareness of help available. I had no idea help was available for working people.	2	4.1
More temporary accommodation - More hostels night shelters need to keep people from sleeping on streets	2	4.1
Waiting times - I have had an eviction notice from my landlord, the council will not help me and my child until the landlord takes me to court and gets bailiffs to evict me. The council know I will be liable for all court and bailiff fees, and are making a difficult situation worse	2	4.1
Good service - I was very pleased with how I was treated and how my problems were sorted quickly and efficiently and any questions that I had were quickly answered and the help i needed was given very quickly and even though I felt very embarrassed about my situation I was made to feel human	2	4.1
No help given - Did not help - still in the same situation	1	2.0
Miscellaneous - Stop Housing people with chronic illness away from family and friends. Stop your housing officers playing games with people's lives - Provide a better option for people who are not on drugs or drink other than floor space. hostel or temporary accommodation that people can afford who don't earn much but work full time - They could actually listen to what you tell them I suffer from mental illness but nothing was on my file the last meeting I had.	10	20.4
Total number of respondents	49	-

Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

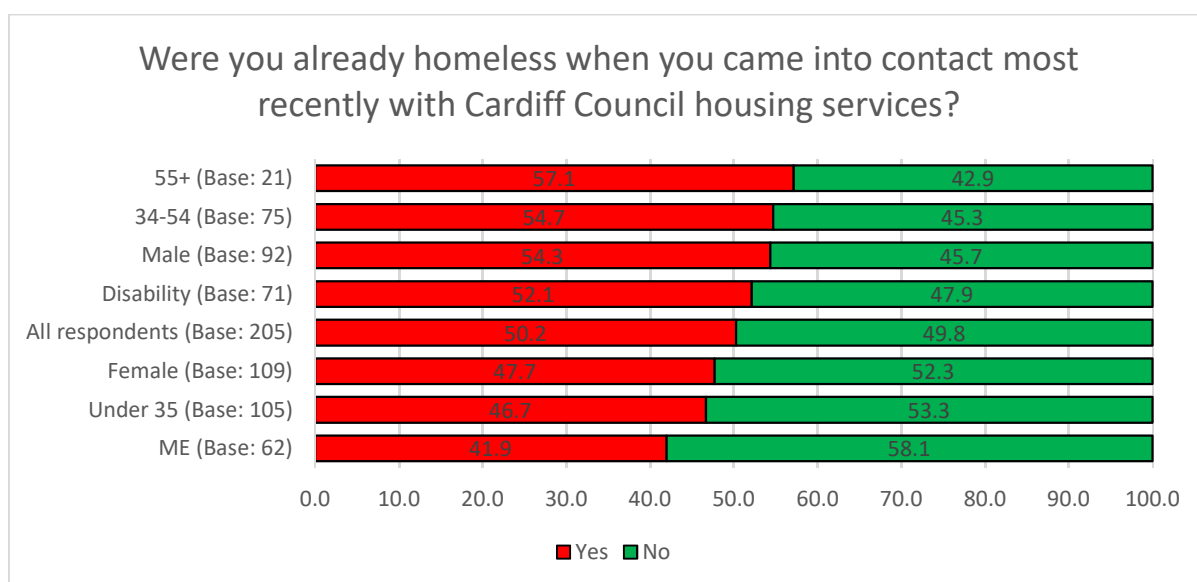
Homeless

Were you already homeless when you came into contact most recently with Cardiff Council housing services?

There was an equal split amongst respondents as to whether contact was made with housing services before or after they became homeless:

	No	%
Yes	103	50.2
No	102	49.8
Total number of respondents	205	100.0

Older respondents and males were more likely to have become homeless before contacting the Council (57.1% of those aged 55 or over, 54.7% of those aged 35 – 54, and 54.3% of males).



If yes, what stopped you contacting Cardiff Council earlier?

A total of 73 respondents gave reasons for not contacting the Council earlier, which have been grouped into the following categories:

	No	%
Did not know how to access services	13	17.8
- Didn't know what I was supposed to do		
- Was on the streets and didn't know where/who to contact.		
- I didn't know the service existed & I had to take my son somewhere safe		
- didn't know anything about services available		
Stayed with friends/family	9	12.3
- Being stubborn, friends being kind.		
- family and friends put me up		
- went to stay with relatives before going to the council		

Sought help as soon as I could <ul style="list-style-type: none"> - <i>I had only just been kicked out I came in as soon as I could</i> - <i>It happened that day</i> - <i>I did come to the Hub when I first became homeless and I find out that I couldn't get help with Housing Benefit unless I worked for 3 months</i> 	9	12.3
Sudden change in circumstances <ul style="list-style-type: none"> - <i>Because we didn't know we were going to have to leave our flat</i> - <i>It was sudden and unforeseen</i> 	6	8.2
Made homeless outside Cardiff <ul style="list-style-type: none"> - <i>I wasn't in Cardiff</i> - <i>I had fled to Cardiff and it took time to work out what I needed to do to make myself safe</i> 	6	8.2
Release from prison <ul style="list-style-type: none"> - <i>Was in custody.</i> - <i>Released from prison</i> 	5	6.8
They don't help <ul style="list-style-type: none"> - <i>Previous experience</i> - <i>They can't and don't help</i> 	5	6.8
Domestic violence <ul style="list-style-type: none"> - <i>Fleeing violent partner, used to live at his address.</i> - <i>Left in an emergency (DV)</i> 	4	5.5
Did not think I was eligible <ul style="list-style-type: none"> - <i>I sofa surfed and found a place to rent. I was told only working people were helped.</i> 	3	4.1
Immigration issues <ul style="list-style-type: none"> - <i>Immigration problem</i> 	3	4.1
Ill health <ul style="list-style-type: none"> - <i>Mental health</i> 	2	2.7
Tried to resolve the situation myself <ul style="list-style-type: none"> - <i>Tried to resolve the relationship breakdown</i> 	2	2.7
Miscellaneous <ul style="list-style-type: none"> - <i>My age</i> - <i>Just had a baby</i> - <i>They advised me to give up my dog but I would not</i> - <i>frightened of losing another home</i> 	11	15.1
Total number of respondents	73	-

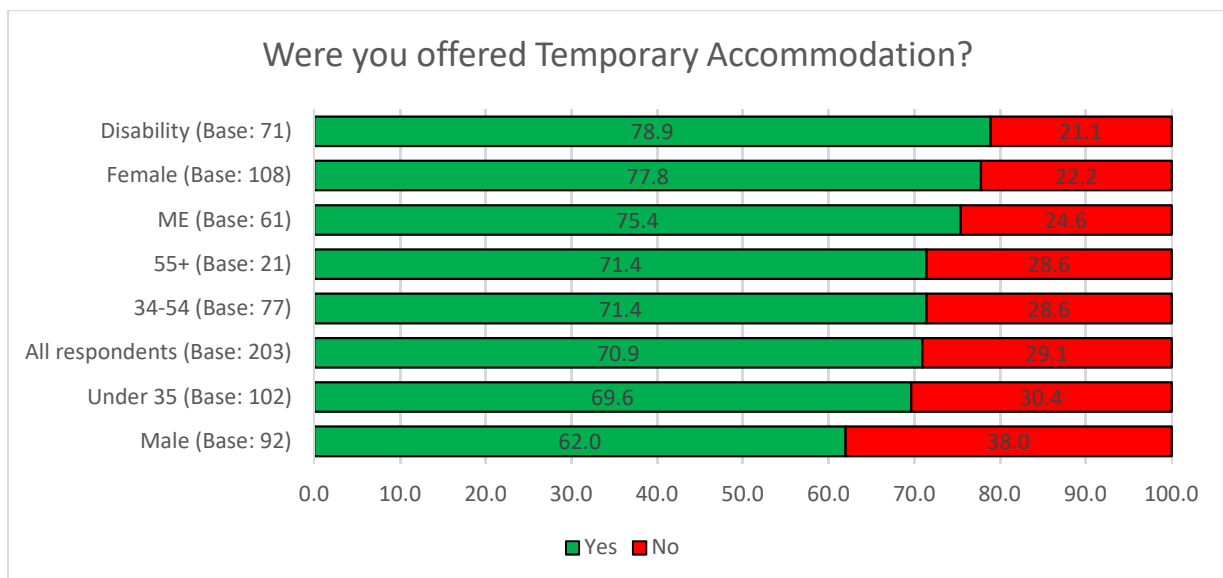
Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

Were you offered Temporary Accommodation?

Seven in ten respondents were offered Temporary Accommodation, with almost all (97.2%) accepting this offer.

Were you offered Temporary Accommodation?		
	No	%
Yes	144	70.9
No	59	29.1
Total number of respondents	203	100.0
If yes, did you accept the offer?		
	No	%
Yes	140	97.2
No	4	2.8
Total number of respondents	144	100.0

Males were less likely to have been offered Temporary Accommodation (62.0%) contrasting with respondents with a disability (78.9%) and females (77.8%).



If you did not accept the offer please give your reasons why

Four respondents explained why they turned down the offer of Temporary Accommodation:

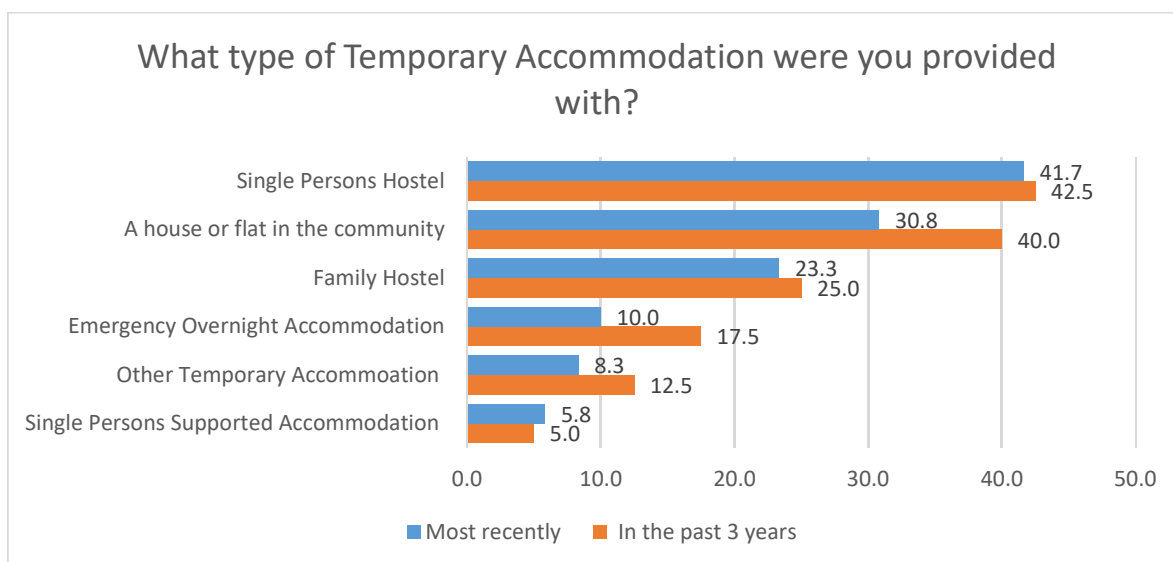
- Staying with a friend (2 respondents)
- Fleeing [specified area of Cardiff] (1 respondent)
- It was on the floor (1 respondent)

If you did accept the offer, what type of Temporary Accommodation were you provided with?

Respondents who did accept an offer of Temporary Accommodation were most likely to be placed in a Single Person’s Hostel, whether most recently (41.7%), or in the past 3 years (42.5%), followed by a house or flat in the community (30.8% most recently, and 40.0% in the past 3 years).

	Most recently		In the past 3 years	
	No	%	No	%
Single Persons Hostel	50	41.7	17	42.5
A house or flat in the community	37	30.8	16	40.0
Family Hostel	28	23.3	10	25.0
Emergency Overnight Accommodation	12	10.0	7	17.5
Other Temporary Accommodation	10	8.3	5	12.5
Single Persons Supported Accommodation	7	5.8	2	5.0
Total number of respondents	120	100.0	40	100.0

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%



Just over a quarter of respondents placed in a Single Person's Hostel went to The Huggard (28.4%), a fifth went to The Ambassador (19.3%), and just over one in six to The Walk (17.0%).

Single Persons Hostel:	No	%
The Huggard	25	28.4
YMCA - The Ambassador	17	19.3
YMCA - The Walk	15	17.0
Ty Gobaith	10	11.4
Ty Tresillian	10	11.4
The Nightshelter	6	6.8
Sir Julian Hodge Hostel	5	5.7
Total number of respondents	88	100.0

Those placed in a Family Hostel were most likely to go to Green Farm Hostel (44.7%), followed by Adams Court (34.2%), then Nightingale House (21.1%).

Family Hostel:	No	%
Green Farm Hostel	17	44.7
Adams Court	13	34.2
Nightingale House	8	21.1
Total number of respondents	38	100.0

Caution – low base size

Respondents identifying as disabled (76.0%), those aged 55 or over (69.2%) and males (65.4%) were most likely to be placed in a Single Persons Hostel.

Females were most likely to be placed in a house or flat in the community (45.5%), or in a Family Hostel (31.8%).

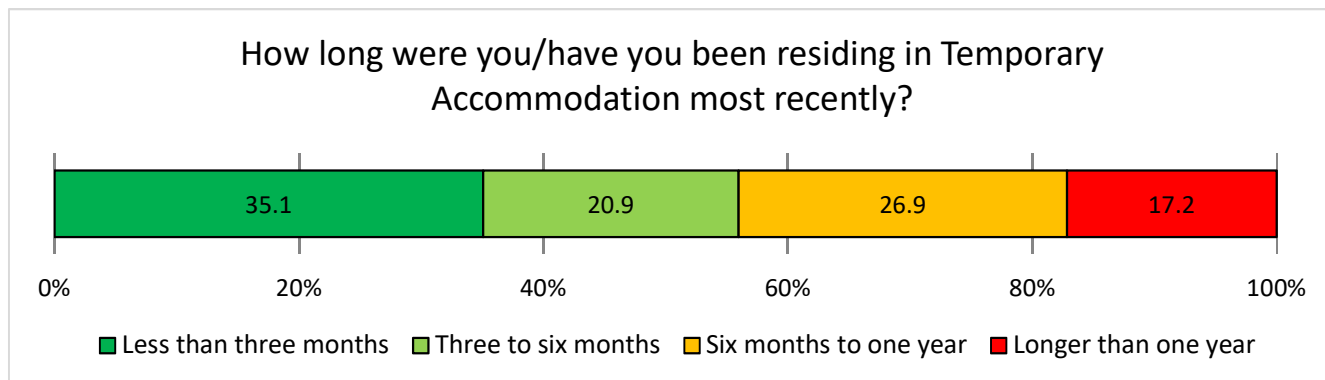
Those under 35 were more likely to be placed in a Family Hostel than older age groups (34.5% compared with 17.0% of 35-54 year olds. No one aged 55 or over was placed in a Family Hostel).

	All respondents	Female	Male	Under 35	34-54	55+	Disability	ME
Base	120	66	52	58	47	13	50	37
	%	%	%	%	%	%	%	%
Single Persons Hostel	41.7	21.2	65.4	37.9	40.4	69.2	76.0	27.0
A house or flat in the community	30.8	45.5	13.5	32.8	34.0	7.7	16.0	24.3
Family Hostel	23.3	31.8	11.5	34.5	17.0	0.0	4.0	43.2
Emergency Overnight Accommodation	10.0	7.6	13.5	6.9	10.6	23.1	12.0	5.4
Other Temporary Accommodation	8.3	6.1	11.5	6.9	8.5	7.7	12.0	8.1
Single Persons Supported Accommodation	5.8	4.5	7.7	5.2	4.3	15.4	12.0	2.7

How long were you/have you been residing in Temporary Accommodation most recently?

A third of respondents (35.1%) reported residing in Temporary Accommodation for up to 3 months, a further fifth (20.9%) for up to 6 months, and a quarter (26.9%) for up to one year. Just over one in seven had been in Temporary Accommodation for longer than a year.

	No	%
Less than three months	47	35.1
Three to six months	28	20.9
Six months to one year	36	26.9
Longer than one year	23	17.2
Total number of respondents	134	100.0



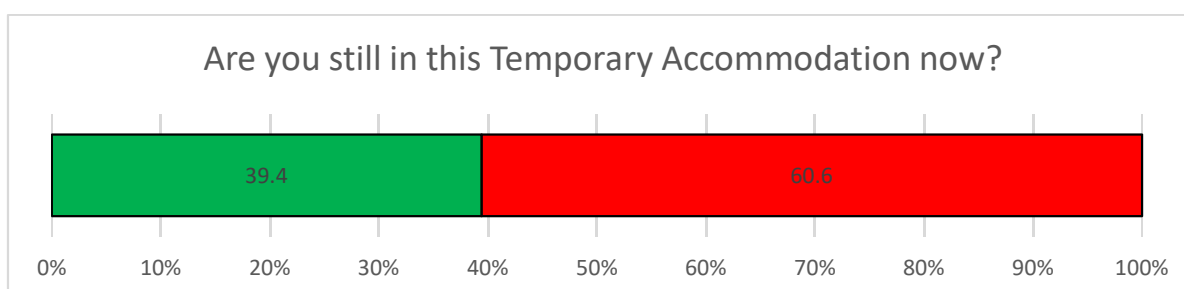
Those residing in Temporary Accommodation for more than a year were asked to detail how long this had been, with almost half (43.8%) citing up to 18 months. The longest period noted was 9 years.

	No	%
Up to 18 months	7	43.8
Up to 2 years	3	18.8
2 years or more	6	37.5
Total number of respondents	16	100.0

Are you still in this Temporary Accommodation now?

Three in five respondents (60.6%) in were still in Temporary Accommodation. There was little difference across the demographic groups analysed.

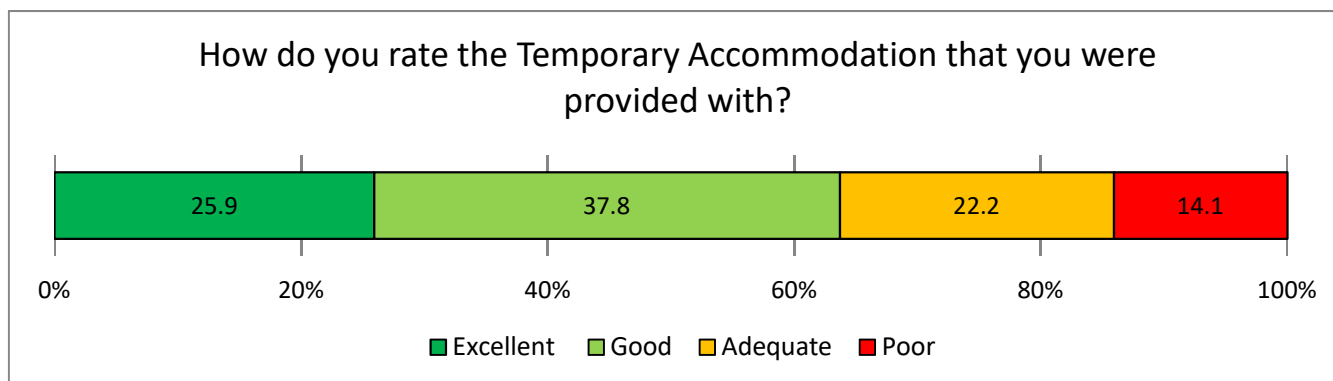
	No	%
Yes	83	60.6
No	54	39.4
Total number of respondents	137	100.0



How do you rate the Temporary Accommodation that you were provided with?

Respondents were typically satisfied with their Temporary Accommodation, with a quarter (25.9%) rating it as 'Excellent', and a further 37.8% as 'Good', however one in seven (14.1%) felt their accommodation was 'Poor'.

	No	%
Excellent	35	25.9
Good	51	37.8
Adequate	30	22.2
Poor	19	14.1
Total number of respondents	135	100.0



Do you have any suggestions for improvements to the Temporary Accommodation you were provided with?

Fifty six respondents left suggestions on how to improve Temporary Accommodation:

	No	%
Drug-free environment	7	12.5
Bigger rooms	6	10.7
Cleaner	6	10.7
Happy with the provision	5	8.9
Not damp	5	8.9
Suitable for children	5	8.9
Suitable facilities	5	8.9
Better attitude from staff	4	7.1
Repairs undertaken	4	7.1
More secure	4	7.1
Cost	3	5.4
Access to the room in the day	2	3.6
Decoration	2	3.6
Furniture	2	3.6
Length of stay	2	3.6
Pest control	2	3.6
Miscellaneous	11	19.6
Total number of respondents	56	-

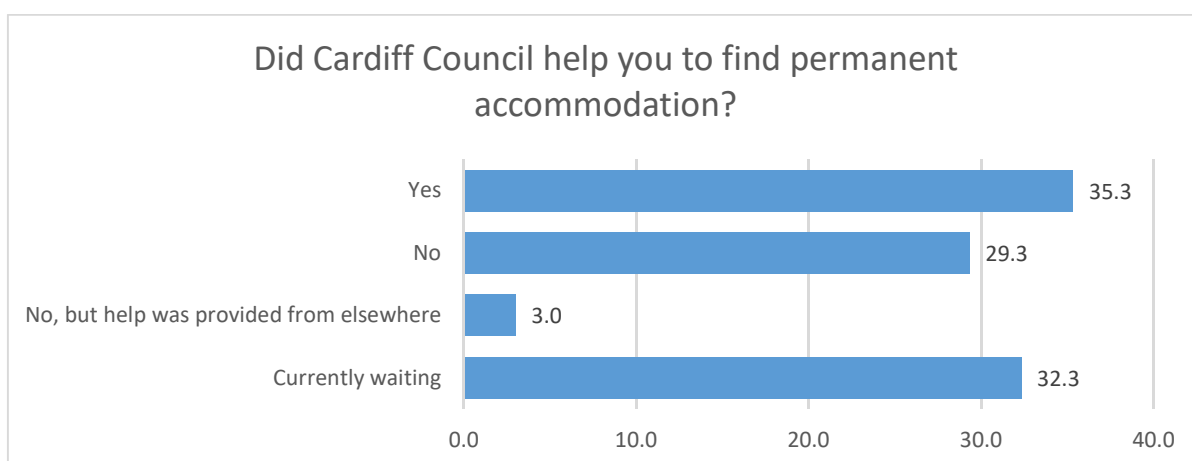
Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

Did Cardiff Council help you to find permanent accommodation?

A third of respondents (35.3%) reported that Cardiff Council helped them to find permanent accommodation, whilst a similar proportion were still waiting (32.3%). A further 3.0% of respondents were helped by another organisation.

Three in ten respondents (29.3%) said they did not receive any help in finding permanent accommodation.

	No	%
Yes	47	35.3
No	39	29.3
No, but help was provided from elsewhere	4	3.0
Currently waiting	43	32.3
Total number of respondents	133	100.0



If help was provided from elsewhere, please specify

Three respondents gave a response to this question, with two reporting they were helped by a Housing Association, and the third by their Social Worker.

If Cardiff Council helped you find new accommodation, was it?

Four in five respondents were found new accommodation through Social Housing (81.0%), with a fifth in the private rented sector (21.4%). No-one found new accommodation with family, friends, or another route.

	No	%
Social housing	34	81.0
Privately rented accommodation	9	21.4
With relatives	0	0.0
With friends	0	0.0
Other	0	0.0
Total number of respondents	42	100.0

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

Almost all respondents under the age of 35 who were help to find new accommodation were housed in Social Housing (92.3%).

Respondents aged between 35 and 54 and males (were more likely to find new accommodation in the privately rented sector (30.4% and 28.6% respectively).

	All respondents	Female	Male	Under 35	34-54	55+	Disability	ME
Base	42	28	14	13	23	5	15	13
	%	%	%	%	%	%	%	%
Social housing	81.0	85.7	71.4	92.3	73.9	80.0	80.0	84.6
Privately rented accommodation	21.4	17.9	28.6	7.7	30.4	20.0	20.0	15.4

Caution – low base sizes

Did Cardiff Council provide the following financial help?

Just 2 respondents reported receiving financial help from the Council – both with the payment of the bond, and one with advance payment of rent.

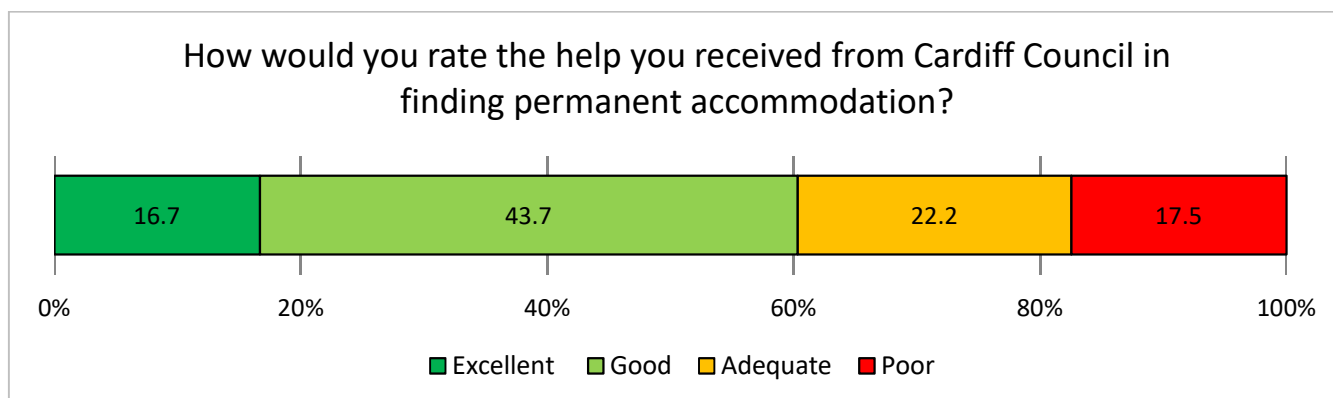
	Yes		No	
	No	%	No	%
Payment of bond	2	100.0	1	100.0
Rent in advance	1	50.0	1	100.0
Payment to clear rent or mortgage arrears	0	0.0	0	0.0
Other	0	0.0	0	0.0
Total number of respondents	2	100.0	1	100.0

Caution – low base sizes

How would you rate the help you received from Cardiff Council in finding permanent accommodation?

Three in five respondents rated the help they received from Cardiff Council as 'Excellent' (16.7%) or 'Good' (43.7%). Just over one in six (17.5%) felt the help they received was 'Poor'.

	No	%
Excellent	21	16.7
Good	55	43.7
Adequate	28	22.2
Poor	22	17.5
Total number of respondents	126	100.0



Do you have any suggestions on how we could improve the help Cardiff Council provides to people who need permanent accommodation?

Fifty five respondents left comments regarding improvements to the help provided by Cardiff Council in helping people find permanent accommodation:

	No	%
More properties	8	14.5
Reduce waiting times	7	12.7
Better / regular advice / information	6	10.9
Better attitude from staff	6	10.9
Properties to meet people's needs	5	9.1
Help anyone who needs it	4	7.3
No help given	4	7.3
Better publicity	3	5.4
More help for those new to the area	3	5.4
More accessible	2	3.6
More information/support	2	3.6
Negative impact on mental health	2	3.6
Suitable for children	2	3.6
Miscellaneous	12	21.8
Total number of respondents	55	100.0

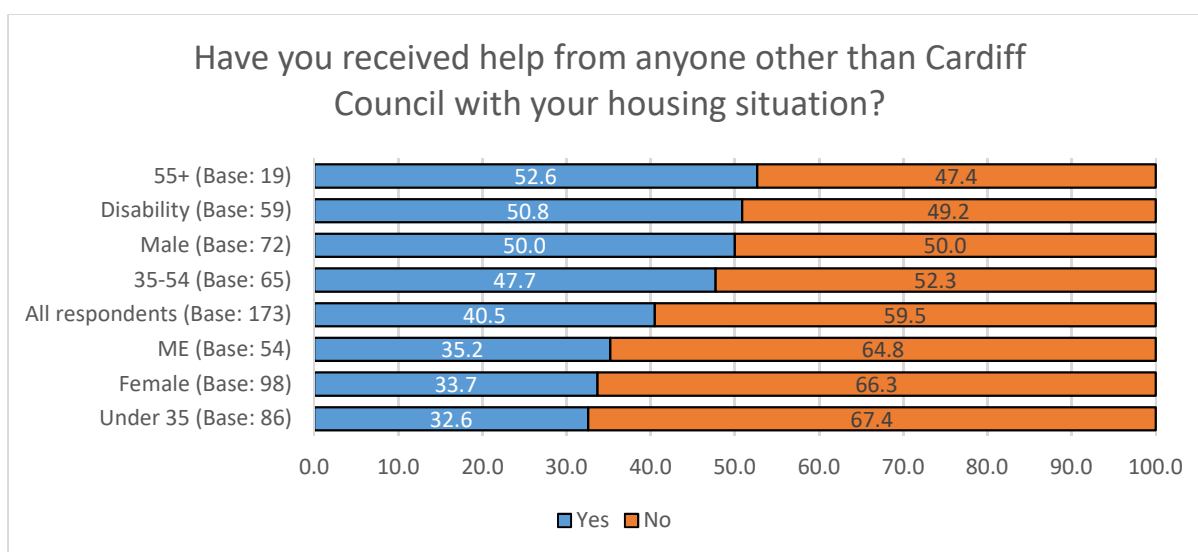
Have you received help from anyone other than Cardiff Council with your housing situation?

Three fifths of respondents (59.5%) had not received help from anyone outside Cardiff Council.

	No	%
Yes	70	40.5
No	103	59.5
Total number of respondents	173	100.0

At least half of respondents aged 55 or over (52.6%), identifying as disabled (50.8%) and males (50.0%) received help from someone other than Cardiff Council.

Around a third of those under 35 years of age (32.6%) and females (33.7%) sought help elsewhere.



If yes, please specify the organisation(s) that helped you

In total, 65 respondents named organisations which had helped them, with The Huggard the most commonly mentioned:

	No	%		No	%
Huggard	14	21.5	Probation	3	4.6
Housing association	7	10.8	Shelter	3	4.6
Salvation Army	6	9.2	Support worker	3	4.6
Social Services	6	9.2	BAWSO	2	3.1
Other Charity	6	9.2	Housing options	2	3.1
Women's Aid	5	7.7	Other Local Authority	2	3.1
The Wallich	4	6.2	Miscellaneous	9	13.8
Gwalia	3	4.6			
	Total number of respondents			65	-

Please describe the help that they provided

Sixty-one respondents gave an answer to this question, with the responses grouped into the following categories:

	No	%
Support	21	34.4
Support with claiming Benefits	14	23.0
Advice	10	16.4
Accommodation (type not specified)	10	16.4
Health issues	8	13.1
Financial	7	11.5
Signposted/referral	3	4.9
Temporary accommodation	3	4.9
Food	2	3.3
Furniture	2	3.3
Permanent accommodation	2	3.3
Miscellaneous	14	23.0
Total number of respondents	61	100.0

Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

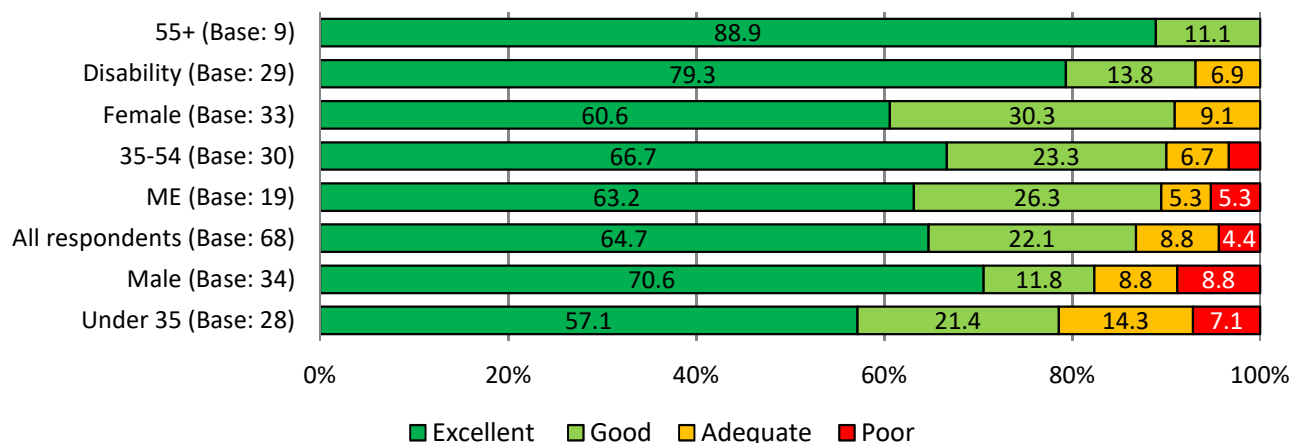
How do you rate the help you received from that organisation?

Respondents were typically satisfied with the help received from other organisations, with 64.7% rating it as 'Excellent', and a further 22.1% as 'Good'. Just 4.4% rated this help as 'Poor'.

	No	%
Excellent	44	64.7
Good	15	22.1
Adequate	6	8.8
Poor	3	4.4
Total number of respondents	68	100.0

Older respondents were typically more satisfied with the help they received – all of those aged 55 or over rated this help as either 'Excellent' or 'Good', compared with 78.6% of those under 35.

How do you rate the help you received from that organisation?



Caution – low base sizes

From your own personal experience, do you have any suggestions for further improvement of the homeless service Cardiff Council provides?

A total of 61 respondents offered suggestions for the improvement of Cardiff Council's homeless service, based on their own experiences. These have been grouped into the following categories:

	No	%
Tailored support	15	24.6
Timely service / Faster	10	16.4
Substance abuse	9	14.8
Better communication	8	13.1
Good service	8	13.1
More housing	7	11.5
More understanding	7	11.5
Impact on mental health	5	8.2
Cost	4	6.6
Who to prioritise	4	6.6
Areas of Cardiff	3	4.9
Better publicity	3	4.9
Floor space	3	4.9
Less intimidating	3	4.9
Less traumatic	3	4.9
More support	3	4.9
More money	3	4.9
Food	2	3.3
More information	2	3.3
Miscellaneous	11	18.0
Total number of respondents	61	-

Note – Respondents giving an answer to an open text question could cover multiple themes, so the sum of answers by theme exceeds the total number of respondents

About You

Are you ...?

More than three in ten respondents were female (61.5%), compared with 50.6% of the overall population of Cardiff (2017 Mid-Year Population Estimate).

	No	%
Female	279	61.5
Male	170	37.4
Other	1	0.2
Prefer not to say	4	0.9
Total number of respondents	454	100.0

What was your age on your last birthday?

Respondents taking part in this survey were typically younger than the population of Cardiff as a whole (2017 Mid-Year Estimates).

	No	%
Under 16	1	0.2
16-24	70	15.3
25-34	143	31.3
35-44	117	25.6
45-54	62	13.6
55-64	44	9.6
65-74	12	2.6
75+	1	0.2
Prefer not to say	7	1.5
Total number of respondents	457	100.0

	No	%	2017 MYE %	Difference
16-34	213	47.4	41.2	6.2
35-54	179	39.9	29.3	10.6
55+	57	12.7	29.5	-16.8
Total number of respondents	449	100	100.0	

Do you regard yourself as belonging to any particular religion?

	No	%
Yes	178	39.9
No	268	60.1
Total number of respondents	446	100.0

If yes, please specify

	No	%
Buddhist	1	0.6
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	99	55.9
Hindu	2	1.1
Jewish	0	0.0
Muslim	59	33.3
Sikh	3	1.7
Other	8	4.5
Prefer not to say	5	2.8
Total number of respondents	177	100.0

Do you identify as a disabled person?

	No	%
Yes	134	29.7
No	302	67.0
Prefer not to say	15	3.3
Total number of respondents	451	100.0

Please tick any of the following that apply to you:

	No	%
Deaf/ Deafened/ Hard of hearing	11	8.4
Learning impairment/ difficulties	21	16.0
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	49	37.4
Mental health difficulties	76	58.0
Mobility impairment	39	29.8
Visual impairment	17	13.0
Wheelchair user	2	1.5
Prefer not to say	2	1.5
Other	18	13.7
Total number of respondents	131	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

How would you describe your sexual orientation?

	No	%
Bisexual	9	2.0
Gay Woman/ Lesbian	5	1.1
Gay Man	6	1.4
Heterosexual / Straight	396	89.2
Other	7	1.6
Prefer not to say	21	4.7
Total number of respondents	444	100.0

What is your ethnic group?

Two-thirds of respondents (67.8%) identified themselves as white, compared with 84.7% of the population of Cardiff as a whole (2011 Census).

	No	%
White - Welsh / English / Scottish / Northern Irish / British	287	64.1
White - Irish	2	0.4
White - Gypsy or Irish Traveller	1	0.2
White - Any other white background	14	3.1
Mixed / Multiple Ethnic Groups - White and Black Caribbean	4	0.9
Mixed / Multiple Ethnic Groups - White and Black African	6	1.3
Mixed / Multiple Ethnic Groups - White & Asian	5	1.1
Mixed / Multiple Ethnic Groups - Any other	3	0.7
Asian / Asian British - Chinese	3	0.7
Asian / Asian British - Pakistani	4	0.9
Asian / Asian British - Bangladeshi	11	2.5
Asian / Asian British - Indian	7	1.6
Asian / Asian British - Any other	9	2.0
Black / African / Caribbean / Black British - African	19	4.2
Black / African / Caribbean / Black British - Caribbean	12	2.7
Black / African / Caribbean / Black British - Any other	7	1.6
Arab	13	2.9
Prefer not to say	21	4.7
Any other ethnic group	20	4.5
Total number of respondents	448	100.0

Respondents were invited to join a consultation group discussing homelessness services that will inform the Council's homelessness strategy; 84 expressed an interest, and left contact details. These have been passed on to the project team.