



# Wales Housing Research Conference 2020

Prifysgol Caerdydd | Cardiff University



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# Cipolwg ar y rhaglen

## Bore

- 09.30—10.00**      **Cofrestru, te a choffi**  
(Ystafell: Ystafell Bwyllgor 1)
- 10.00—10.10**      **Gair o groeso**, Rhian Stone, Grŵp Pobl  
(Ystafell: 0.81)
- 10.10—11.40**      **Cyfarfod llawn y bore**  
Ail-fframio effaith economaidd a chymdeithasol ymyriadau a buddsoddiadau tai, yr *Athro Ken Gibb*, Prifysgol Glasgow, Cyfarwyddwr CaCHE  
Y bwlch gweithredu: rhwng delfrydau a chyflawni mewn tai a digartrefedd yng Nghymru, *Jennie Bibbings*, Shelter Cymru  
A yw hi'n amser cael ymagwedd yn seiliedig ar Hawliau at ein hargyfwng tai: Y dirwedd tai yng Nghymru a'r DU? *Matt Dicks*, CIH Cymru
- 11.40—12.10**      **Egwyl lluniaeth**  
(Ystafell: Ystafell Bwyllgor 1)
- 12.10—13.40**      **Sesiynau cyfochrog y bore**  
(Efallai y bydd yr ystafelloedd yn newid ar y diwrnod)  
1. **Mesur tai a digartrefedd** (-1.59)  
2. **lechyd a thai** (Ystafell: Ystafell Bwyllgor 2)  
3. **Ailfeddwl 'cartref'** (Ystafell: -1.60)  
4. **Pobl ifanc a digartrefedd** (Ystafell: -1.80)
- 13.40—14.30**      **Cinio**  
(Ystafell: Ystafelloedd Pwyllgor 1 a 2)
- 13.40—14.30**      **Gŵyl ffilm ymchwil ac ymarfer**  
(Ystafell: Siambr y Cyngor)

## Prynhawn

- 14.30—15.30**      **Cyfarfod llawn y prynhawn**  
(Ystafell: 0.81)  
Sut i gael y system allan o'i ffordd ei hun, *Lindsay Cordery Bruce*, The Wallich  
Taflu goleuni ar y Sector Rhentu Preifat, yr *Athro Alex Marsh*, Prifysgol Bryste
- 15.30—17.00**      **Sesiynau cyfochrog y prynhawn**  
(Efallai y bydd yr ystafelloedd yn newid ar y diwrnod)  
5. **Datgarboneiddio tai yng Nghymru** (Ystafell: -1.59)  
6. **Llais a phrofiad bywyd** (Ystafell: -1.60)  
7. **Safbwyntiau critigol ar bolisi ac ymarfer digartrefedd** (Ystafell: Ystafell Bwyllgor 2)  
8. **Anghydfod, gwrthsafiad a throi allan yn y sector rhentu** (Ystafell: -1.80)
- 17.00—18.00**      **Derbyniad diodydd**  
(Ystafell: Ystafell Bwyllgor 1)

# Programme at a glance



## Morning

- 09.30—10.00**      **Registration, tea & coffee**  
(Room: Committee Room 1)
- 10.00—10.10**      **Welcome address**, Rhian Stone, Pobl Group  
(Room: 0.81)
- 10.10—11.40**      **Morning plenaries**  
Reframing the economic and social impact of housing interventions and investments, *Professor Ken Gibb, University of Glasgow, CaCHE Director*  
The implementation gap: between ideals and delivery in Welsh housing and homelessness, *Jennie Bibbings, Shelter Cymru*  
Is it now time for a Rights-based approach to our housing crisis: The housing landscape in Wales & UK?, *Matt Dicks, CIH Cymru*
- 11.40—12.10**      **Refreshment break**  
(Room: Committee Room 1)
- 12.10—13.40**      **Morning parallel sessions**  
(Rooms may be amended on the day)  
1. **Measuring housing and homelessness** (-1.59)  
2. **Health and housing** (Room: Committee Room 2)  
3. **Rethinking 'home'** (Room: -1.60)  
4. **Young people and homelessness** (Room: -1.80)
- 13.40—14.30**      **Lunch**  
(Room: Committee Rooms 1 & 2)
- 13.40—14.30**      **Research and practice film festival**  
(Room: Council Chamber)

## Afternoon

- 14.30—15.30**      **Afternoon plenaries**  
(Room: 0.81)  
How to get the system out of its own way, *Lindsay Cordery Bruce, The Wallich*  
A spotlight on the Private Rented Sector, *Professor Alex Marsh, University of Bristol*
- 15.30—17.00**      **Afternoon parallel sessions**  
(Rooms may be amended on the day)  
5. **The decarbonisation of housing in Wales** (Room: -1.59)  
6. **Voice and lived experience** (Room: -1.60)  
7. **Critical perspectives on homelessness policy and practice** (Room: Committee Room 2)  
8. **Disputes, resistance and evictions in the rented sector** (Room: -1.80)
- 17.00—18.00**      **Drinks reception**  
(Room: Committee Room 1)



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## Bywgraffiadau siaradwyr Plenary speaker biographies

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### **Yr Athro Ken Gibb** **Prifysgol Glasgow** **Cyfarwyddwr CaCHE**

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Mae Kenneth Gibb FAcSS CMCIH yn athro economeg tai mewn Astudiaethau Trefol (Ysgol y Gwyddorau Cymdeithasol a Gwleidyddol) ym Mhrifysgol Glasgow lle mae'n cyfarwyddo Canolfan Gydweithredol ar gyfer Tystiolaeth Tai y DU ESRC [CaCHE] (<http://housingevidence.ac.uk>). CaCHE yw'r buddsoddiad mwyaf mewn cenhedlaeth ym maes ymchwil tai yn y DU ac fe'i harweinir o Glasgow gyda 13 o bartneriaid ar draws y DU a thros 40 o staff a chyd-ymchwilwyr. Mae Ken yn economegydd cymhwysol sy'n ymchwilio i economeg, polisi a dimensiynau cyllidol tai, yn lleol, yn genedlaethol ac yn rhyngwladol. Mae ei waith diweddar ar wahân i CaCHE yn cynnwys prosiect ar gyfer y Bartneriaeth Tai Ewropeaidd, cyfnewid gwybodaeth ryngwladol drwy raglen Shaping Housing Futures, yn ogystal â chyfrannu at waith ar gyflenwad fforddiadwy ar gyfer Sefydliad Ymchwil Tai a Threfol Awstralia. Fe'i henwyd gan *Inside Housing* yn 2017 fel un o'u harweinwyr ym maes tai yn yr Alban.

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### **Professor Ken Gibb** **University of Glasgow** **CaCHE Director**

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Kenneth Gibb FAcSS CMCIH is a professor of housing economics in Urban Studies (School of Social and Political Sciences) at the University of Glasgow where he directs the ESRC UK Collaborative Centre for Housing Evidence [CaCHE] (<http://housingevidence.ac.uk>). CaCHE is the largest investment in housing research in the UK in a generation and is led from Glasgow with 13 other partners around the UK and more than 40 staff and co-investigators. Ken is an applied economist researching the economics, policy and financial dimensions of housing, locally, nationally and comparatively. Recent non-CaCHE work includes a project for the European Housing Partnership, international knowledge exchange through the Shaping Housing Futures programme, as well as contributing to work on affordable supply for the Australian Housing and Urban Research Institute. *Inside Housing* named him in 2017 as one of their leaders of Scottish housing.



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## **Jennie Bibbings** **Shelter Cymru**

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Mae Jennie Bibbings wedi gweithio ym maes polisi cyhoeddus ers 2002, a chyn hynny roedd yn newyddiadurwr ar sawl papur gan gynnwys y Wales on Sunday. Ei diben yw cynorthwyo pobl i sicrhau bod eu lleisiau'n cael eu clywed er mwyn creu newid cadarnhaol. Mae gwaith polisi Jennie wedi bod yn ddylanwadol ar draws amrywiaeth eang o feysydd yng Nghymru yn cynnwys tai a digartrefedd, hawliau defnyddwyr, hylendid bwyd a datblygu cynaliadwy. Mae wedi gweithio'n agos gyda theuluoedd yr effeithiodd achos difrifol o E.coli mewn ysgol gynradd amyn nhw yn 2005, gan lobïo Llywodraeth Cymru'n llwyddiannus i gael nifer o newidiadau deddfwriaethol i atal achosion yn y dyfodol.

Mae wedi ymwneud yn agos â datblygu deddfwriaeth digartrefedd Cymru, diwygio tenantiaeth yng Nghymru a thrwyddedu landlordiaid ac asiantau gosod. Ei swydd yn Shelter Cymru yw rheoli polisi, ymchwil, ymgyrchoedd a'r cyfryngau.

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## **Jennie Bibbings** **Shelter Cymru**

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Jennie Bibbings has worked in social policy since 2002, having previously been a journalist on several newspapers including the Wales on Sunday. Her purpose is to support people to make their voices heard in order to create positive change. Jennie's policy work has been influential across a wide range of areas in Wales including housing and homelessness, consumer rights, food hygiene and sustainable development. She worked closely with families affected by a major E.coli outbreak in a primary school in 2005, successfully lobbying the Welsh Government for a number of legislative changes to prevent future outbreaks.

She has been closely involved in the development of Welsh homelessness legislation, Welsh tenancy reform and licensing of landlords and letting agents. Her role at Shelter Cymru is to manage policy, research, campaigns and media.



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## **Matt Dicks**

### **CIH Cymru**

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Ymunodd Matt â'r Sefydliad Tai Siartredig yn Gyfarwyddwr Cenedlaethol yng Nghymru yn 2017. Daeth i'r rôl gydag ehangder o wybodaeth am dirwedd polisi Cymru yn dilyn 17 o flynyddoedd yn gweithio fel uwch gyfathrebydd yng nghanol bywyd sifig a gwleidyddol Cymru.

Bu Matt, sy'n newyddiadurwr, yn gweithio fel gohebydd gwleidyddol i'r South Wales Evening Post ac ITV Wales am dros 10 mlynedd, gan ohrebu ar wleidyddiaeth ym Mae Caerdydd, San Steffan a Brwsel.

Yn 2009 ymunodd â'r Cynulliad Cenedlaethol yn Bennaeth Newyddion gan drawsnewid gweithrediadau cyfryngau Senedd Cymru i'r drefn aml-blattform, aml-gyfryngol sydd ar waith heddiw. Yn ystod y cyfnod hwnnw, roedd hefyd yn gyfrifol am ddiogelu enw da'r sefydliad, yn ogystal â hyrwyddo ei waith i bobl Cymru a thu hwnt.

Ond doedd Matt ddim yn hollol newydd i'r sector tai gan ei fod yn aelod gwirfoddol o grŵp tai Cadarn/Newydd ers 2013. Mae hefyd yn aelod o Bwyllgor Archwilio a Risg a Llywodraethu'r sefydliad, ac yn gadeirydd ei hasiantaeth gosod preifat Living Quarters Wales.

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## **Matt Dicks**

### **CIH Cymru**

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Matt joined the Chartered Institute of Housing, as it's National Director in Wales, in 2017. He took up the role armed with a breadth of knowledge of the Welsh policy landscape following 17 years working as a senior communicator at the heart of Welsh civic and political life.

A journalist by trade, Matt worked as a political correspondent for the South Wales Evening Post and ITV Wales for more than 10 years, covering the political beat in Cardiff Bay, Westminster and Brussels.

In 2009 he joined the National NAW as its Head of News, where he transformed the Welsh Parliament's media operation into the modern multi-platform, multi-media operation that you see today. During that time, he was also responsible for gatekeeping the institution's reputation, as well as promoting its work to the people of Wales and further afield.

But Matt didn't come completely fresh to the housing sector as he has been a voluntary board member of the Cadarn/Newydd housing group since 2013. He is also a member of the organisation's Audit & Risk Committee and Governance Committee, and also chairs its private lettings agency arm Living Quarters Wales.





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## Lindsay Cordery-Bruce

### *The Wallich*

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Lindsay yw Prif Swyddog Gweithredol yr elusen digartrefedd a chysgu ar y stryd, The Wallich. Cyn hynny, hi oedd prif weithredwr yr elusen llesiant NewLink Cymru.

Mae gan Lindsay dros 20 mlynedd o brofiad, gydag arbenigedd penodol mewn camddefnyddio sylweddau, ond dechreuodd ei gyrfa fel gwirfoddolwr ac mae'n credu y bydd gwirfoddoli'n achub y byd.

Mae wedi cyhoeddi'n academiaidd ar bwnc ymarfer priodol yn ddiwylliannol a heriau cofleidio amrywiaeth yn y sector camddefnyddio sylweddau. Ar hyn o bryd mae'n ymgymryd â Doethuriaeth Broffesiynol ac yn gymrawd ymchwil er anrhydedd ym Mhrifysgol Caerdydd.

Yn 2015, enillodd Lindsay Gategori'r Trydydd Sector yng Ngwobrau Leading Wales ac yn 2016 daeth yn ail yn y Categori Llywodraethu yng Ngwobrau'r Trydydd Sector.

Pan nad yw Lindsay'n hyrwyddo pobl gyda materion yn ymwneud â lles, mae'n mwynhau codi pwysau, ac un tro fe gododd bwysau'n cyfateb i fws deulawr. Mae hefyd yn treulio amser gyda'i phedwar ci, chwe iâr a 60,000 o wenyn.

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## Lindsay Cordery-Bruce

### *The Wallich*

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Lindsay is the CEO of homelessness and rough sleeping charity, The Wallich. Previously, she held the chief executive role at wellbeing charity, NewLink Wales.

Lindsay has more than 20 years' experience, with particular expertise in substance misuse, but she started her career as a volunteer and believes volunteering will save the world.

She has been academically published on the subject of culturally appropriate practice and the challenges of embracing diversity within the substance misuse sector. She's currently undertaking her Professional Doctorate and is an honorary research fellow at Cardiff University.

In 2015, Lindsay won the Third Sector Category at the Leading Wales Awards and, in 2016, she was awarded runner up for the Governance Category at the Third Sector Awards.

When Lindsay isn't championing people with wellbeing issues, she enjoys weightlifting and once lifted the equivalent weight of a double decker bus. She also spends time with her four dogs, six chickens and 60,000 bees.



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## **Yr Athro Alex Marsh Prifysgol Bryste**

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Mae Alex yn Athro Polisi Cyhoeddus ers 2007. Rhwng mis Medi 2007 a mis Gorffennaf 2015 roedd yn Bennaeth yr Ysgol Astudiaethau Polisi. Ar hyn o bryd mae'n arwain thema llywodraethu tai ar gyfer Canolfan Gydweithredol Tystiolaeth Tai y DU.

Rhwng 2005 a 2009 Alex oedd golygydd rheoli Housing Studies. Mae'n parhau'n aelod o Fwrdd Rheoli'r cyfnodolyn. Ar hyn o bryd mae'n Gadeirydd Bwrdd Rheoli Polisi a Gwleidyddiaeth a Chadeirydd Ymddiriedolaeth Elusennol Astudiaethau Tai.

Rhwng 2006 a 2010 bu Alex yn gweithio rhan amser fel Ymgynghorydd Academiaidd Ymweliadol i'r tîm Cyfraith Gyhoeddus yng Nghomisiwn y Gyfraith. Roedd ei waith gyda'r Comisiwn yn ymdrin ag ystyriaethau cydymffurfio yn y sector rhentu preifat ac unioni yn erbyn cyrff cyhoeddus.

Rhwng 2004 a 2012 roedd Alex yn ymddiriedolwr Brunelcare, elusen sy'n darparu tai, gofal a chymorth i bobl hŷn. Rhwng mis Hydref 2013 a mis Medi 2018 roedd yn gyfarwyddwr anweithredol Grŵp Curo, ac ers mis Mai 2019 mae wedi bod yn gadeirydd annibynnol Bwrdd Rheoli Tai Cyngor Dinas Bryste.

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## **Professor Alex Marsh University of Bristol**

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Alex has been Professor of Public Policy since 2007. Between September 2007 and July 2015 he was Head of the School for Policy Studies. He currently leads the housing governance theme for the UK Collaborative Centre for Housing Evidence.

Between 2005 and 2009 Alex was a managing editor of Housing Studies. He continues as a member of the journal's Management Board. He is currently the Chair of the Management Board of Policy & Politics and Chair of the Housing Studies Charitable Trust.

Between 2006 and 2010 Alex worked part-time as a Visiting Academic Consultant to the Public Law team at the Law Commission. His work with the Commission addressed compliance issues in the private rented sector and redress against public bodies.

From 2004 until 2012 Alex was a trustee of Brunelcare, a charity providing housing, care and support for older people. Between October 2013 and September 2018 he was a non-executive director of Curo Group. Since May 2019 he has been the independent chair of Bristol City Council's Housing Management Board.



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## **Sesiynau Cyfochrog y Bore**

## **Morning Parallel Sessions**

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### UK homelessness statistics: How we are improving clarity of definitions and comparisons

*Ian Boreham, Office for National Statistics*

*What is the issue?* Homelessness is a high-profile policy area. People want to compare the scale of the problem across the UK, but this is more complicated than you might think, in part as it is a devolved matter.

Homelessness data is often collected through administrative systems which were built using definitions based on each UK country's legislation and therefore data are not directly comparable. As a result, comparisons cannot easily be made at a country or local level, whilst UK statistics do not even exist.

*What could be the solution?* The GSS Harmonisation Team have consulted users and producers of statistics across the UK to develop recommendations to improve user understanding of the comparability of UK homelessness statistics. The GSS Strategy Delivery Team have used the harmonisation work as a basis to compare official homelessness statistics across the UK with an aim to begin building a UK-wide picture of homelessness and to discuss potential areas of coherence and comparability within currently available data.

In this presentation we will talk about how the differences in devolved homelessness legislation across the UK influence the data collection and the challenges of engaging with a diverse collection of stakeholders across government, devolved administrations, third sector organisations and academia. We will discuss how the development of enhanced guidance and a conceptual framework aim to improve user understanding of the comparability of UK homelessness statistics and see what stories about UK homelessness we can still tell even with imperfectly comparable data.

### Development of housing need estimates for Wales

*Luned Jones, Welsh Government*

In 2018, there was an urgent requirement for up to date estimates of housing need in Wales. The estimates were needed to inform the Welsh Government's National Development Framework, as well as housing and planning policy decision making. As a high profile topic in Wales that is frequently debated in the Assembly, it was crucial that any approach we adopted was robust and transparent.

Statisticians, supported by a stakeholder group, researched approaches adopted elsewhere in the UK and identified the model produced by the Scottish Government (which has been in use since 2013) as the most appropriate to meet our requirements. We collaborated with statisticians in the Scottish Government to adopt and adapt their methodology.

Welsh Government have since published two statistical articles: one presenting overall estimates of housing need in Wales (national and regional level) and a second which uses a range of data sources to produce estimates of housing need split into suitable tenure (market or affordable): <https://gov.wales/housing-need-and-demand>. The publications have been well received for their clear and open approach, and reference in the recent [Independent Review of Affordable Housing Supply](#).

This work has provided a basis for informed discussion for important policy decisions in Wales and an essential component of the National Development Framework.

## Using administrative data to evaluate the Glasgow stock transfer process and its implications for Wales

*Meng Le Zhang, Sheffield University*

In 2003, Glasgow City Council transferred ownership of its entire social housing stock to the Glasgow Housing Association and 60 Local Housing Organisations. The transferred stock was virtually all in need of corrective repairs and over £4 billion of funding was secured to regenerate social housing in Glasgow. In addition, the transfer also entailed greater community management, and eventually ownership, of former housing stock by tenants. Using a linked census database (Scottish Longitudinal Study), we evaluate the effect of the stock transfer on employment in Glasgow. In the absence of experimental data, we exploit Glasgow's administrative boundaries to estimate the causal effect of the stock transfer on employment rate in Glasgow.

We present the findings from this large-scale Scottish intervention and the relevant implications that it may have for Wales, especially with regard to i) similar Welsh interventions such as NEST and Arbed, and ii) the common challenge of evaluating housing interventions without non-experimental data. For the latter, we demonstrate the degree of bias that occurs when we use common alternative estimators of the same causal effect.

### Investing in housing and health

*Louise Woodfine, Public Health Wales*

**Background:** Poor Housing in Wales costs the NHS more than £95m per year in first year treatment costs alone and the cost to Welsh society is over £1bn. There is limited evidence on housing and health interventions that provide a good return on investment and which maximise health and well-being outcomes at an individual and population level.

**Description of Project:** Public Health Wales, Community Housing Cymru and the Building Research Establishment reviewed the evidence to identify:

- The cost to the NHS and wider society of poor housing
- Housing interventions that give the best health and wellbeing outcomes
- Housing interventions that give the best value for money / return on investment
- Areas of focus for investment in housing interventions

**Results:** Some key findings include; upgrading houses giving us 39% fewer hospital admissions for cardiorespiratory conditions, every £1 spent on improving warmth in vulnerable households can result in £4 of health benefits, improving ventilation improves children's asthma and is likely to reduce school absence, home adaptations can generate £7.50 of health and social care cost savings for every £1 spent, falls prevention initiatives pay back in less than 3 years, preventing homelessness can result in savings of around £9,266 per person compared to allowing homelessness to persist for 12 months.

**Learning:** Housing and health bodies across Wales and at all levels will be able to work together and use this information to influence policy and implement effective housing and health interventions.

### Using administrative data to understand the service interactions of people experiencing homelessness

*Hannah Browne Gott, Cardiff University*

It is recognized that people experiencing homelessness have complex trajectories through multiple agencies, including emergency health and homelessness services. Though there is a large body of quantitative evidence from the United States and some Scandinavian countries on the service interactions of people experiencing homelessness, the evidence base in the UK is mainly limited to qualitative studies and small scale surveys. This paper therefore addresses this evidence gap, by presenting initial findings from a longitudinal linked administrative data study, linking together data on people seeking homelessness assistance in a single local authority in Wales along with routinely collected data from public services. In addition to exploring the overall patterns of service use by people experiencing homelessness, latent class analysis was used in order to generate a typology of service experience, in acknowledgement that not all homeless people are the same. Due to the movement of people through multiple institutional systems, administrative data are an ideal data source for researching this aspect of homelessness. It is hoped that through the creation of a typology of service interactions, this can be used to provide a greater understanding of Welsh homelessness, thereby allowing for a more effective targeting of services and improving the pathways of people experiencing homelessness through public services.

## What makes a good partnership between housing, health and social care?

*Catherine May, Tyfu Tai Cymru, CIH Cymru*

The need for improved interactions between health, housing and social care has been a feature of discussions within the housing sector for decades. Recent research has claimed “poor quality housing costs the NHS in Wales more than £95m per year in treatment costs”, by working together the three sectors can avoid these costs as well as helping people stay out of hospitals and in their homes.

The Tyfu Tai Cymru project, with funding from the UK Collaborative Centre for Housing Evidence (CaCHE), spoke to projects across Wales who work together to support people and to alleviate pressure on health and social care. These include projects working to avoid lengthy hospital stays, provide care locally and those offering advice to patients and professionals. We then developed a model based on what we learnt from these projects.

This model is made up of six key principles; shared analysis of issues and solutions, person-centred care, leadership, joint budgets, mutual interpretation of legislation and a recognition of the power imbalance.



### Help to move: enabling older people to move home

*Matthew Brindley, Care and Repair Cymru*

The quality of an older person's home is fundamental to their independence, health and wellbeing. The cultural norm, supported by public policy, is focussed on the adaptation of an older person's existing home to enable them to 'stay put'. For 30 years, Care & Repair has been at the frontline of that delivery but, in recent years, observed growing demand from older people whose homes, no matter the investment, are incapable of affording their long-term independence, good health and well-being.

Care & Repair Cymru's Help to Move pilot, supported by the Welsh Government's Innovate to Save programme and prototyped with Bridgend County Care & Repair, ran in 2019. It tested the demand for and nature of a service that could assist older private renters, owner-occupiers and social tenants to leave their current home and move to one more suitable to their needs.

The practical pilot was supported by a research and development process, with literature review, market survey, client analysis and detailed service modelling. It found that older people are not asked about their housing aspirations in later life, that there are a range of complex factors driving the need and inhibiting the capacity to move, a strong demand for a Help to Move service, especially amongst the most vulnerable, and some clear 'help to move enablers'. The pilot not only helped older people but generated associated benefits for Care & Repair services, local authority budgets, housing allocations, social care and NHS transfers of care.

### Housing—Order from chaos

*Yoric Irving-Clarke, CIH*

This paper draws on the work of Carl Jung (1996) and his theory of a collective human unconscious that contains archetypal instincts and images common to humanity. I use historic and current examples from anthropology, sociology, theology and mass media to construct a narrative of bringing 'order from chaos' and put the case that this is an 'archetypal instinct' constructed from the collective.

I draw upon theories from planning, housing and the concept of home to make the case that theory and practice in these areas is driven by the instinct to balance order and chaos; extremes in either direction are deleterious to the human condition e.g. homelessness and chaos, prison and institutionalisation (Foucault, 1991). Further, entrenched rough sleepers have redrawn the rules and found order in a situation that most would find unbearably chaotic.

The paper provides insight into what it means to be well housed by drawing on ideas about order and chaos and what happens at the extremes of these by asking,

- What are ideal housing conditions?
- What can the state and the individual do to create the conditions to allow people to flourish and live with the right balance of order and chaos in their lives
- What is the role of good housing policy in ensuring people are well housed in the light of the paper?

## Managing problematic possessions: The place of third-sector decluttering services in older people's homes

*Jen Owen, Cardiff University*

As the UK's population grows older, it will face strategic challenges to meet the specific housing needs of an ageing demographic. Possessions will have inevitably accumulated in the homes of older people over the life-course, and whilst in many ways possessions 'make a home' they can also be problematic and source of shame. Care & Repair Cymru caseworkers have found that a large number of 'unruly' things is a major obstacle to the organisation and completion of necessary repairs, adaptations and improvements so that older people can continue to live safely and independently in their own homes. A profusion of possessions can also hinder efforts to downsize or make the transition to residential care. For many older people it becomes increasingly difficult to physically and emotionally manage the items they have in their home, and there is currently insufficient support in managing this aspect of growing older at home. Whilst there has been a growth in paid-for services – so called 'professional declutterers' and 'senior move managers' – these are relatively expensive and only a small number of third sector services exist providing a similar service. This paper will provide initial findings from research undertaken with the Attic Project, which matches volunteers with older people who require help with decluttering. It maps how the Attic Project service fits within housing and care provision in South Wales, and is experienced by older people within a discourse which moralises disorderly, excessive households and a responsibility to control one's material legacy.

### EYHC Care experience and homelessness peer research study

*Jemma Bridgeman, Llamau*

The evidence suggests there are clear interconnections between care leaver status and homelessness. Figures provided by Llamau show that 25% of the homeless young people they support have been in care (Llamau, no date). The WCPP Review reports “transitions from child welfare are extremely challenging and often correlated with poor health, education, housing and employment outcomes” (Schwan et al, 2018).

The research works with experts-by-experience, who have experienced care and homelessness, employing them as peer researchers to interview their peers to identify the systems failures, which have contributed to them experiencing homelessness in Wales. The final research report will propose changes to prevent future young people going through the same traumatic experience.

Initial findings show that similar previous peer research studies is not only effective at empowering young people to develop research skills but it is also being used as a way to improve services for care experienced young people (Torronen & Vornanen).

The research lead will present the initial findings with a group of peer researchers who have worked on the project. Preliminary findings will be presented of an End Youth Homelessness Cymru (EYHC) peer research study examining the links between care experience and youth homelessness. The research uses a participatory design to recruit care experienced young people who have experienced homelessness as peer researchers.

### Youth voice and choice: innovation in housing for homeless young people in Swansea

*Nia Fion Rees, Cardiff University (previously Policy and Research Manager, SYSHP) and Eleanor Barclay, SYSHP*

Young people are continually challenged within the housing market, with the lack of affordable housing and the issue of supply and demand mirroring the growth of populations across communities in Wales. In addition, young people's precarious position within employment markets; income and savings; insecurities of the welfare systems; and their changing role within a family all contribute to the pressures faced by young people today. These issues therefore reinforce the unstable positions faced by young people and their likelihood in gaining and sustaining accommodation and accessing support services. Despite an increased understanding within policy and vital changes made to practice, the lack of 'voice' of young vulnerable people within housing literature is evident. This study therefore innovatively embeds the voices of young homeless people to explore innovative housing solutions for this group in Swansea. This allowed the study to fully comprehend the constraints, challenges and needs of this group, and develop valid recommendations that are true to the voices of these young people. A qualitative research design was employed, with 35 young people interviewed aged 16-25 years old from a range of accommodation types and organisations; and subsequent key informant interviews. Focus groups were undertaken by peer researchers who as 'experts by experience', led discussions exploring the gaps within housing provision and innovative housing models. This study therefore highlights key areas of improvement within support and housing provisions for this marginalised group, focusing upon themes of accessibility, suitability, quality and safety. Whilst also addressing the influences on a young person's homelessness journey including family, community, mental health, disability and education. Policy and practice recommendations were suggested for local change in Swansea, and are relevant for national level practice.

## The challenges of preventing and relieving homelessness for young people leaving the secure estate in Wales

Harriet Pierpoint, University of South Wales and Jennifer Hoolichan, Cardiff University

The number of young people entering the secure estate in Wales has been in decline for several years due to diversionary measures favoured by the youth justice system. Typically, this has meant that those who enter criminal justice beds in a secure children's home, training centre or young offender institution should have committed the most serious types of crime or are persistent offenders. As young people, these individuals are covered by several pieces of legislation to ensure that they are suitably accommodated upon release. However, our recent evaluation of the Welsh *National Pathway for Homelessness Services to Children and Young People in the Secure Estate* revealed several difficulties in accommodating the very small number of young people leaving the secure estate and facing the prospect of homelessness. In particular, stakeholders from social services, youth offending teams and housing officers who participated in the evaluation spoke of the lack of suitable supported accommodation for young people with complex needs, the use of Bed and Breakfast accommodation as a last resort and the reluctance of many services to accommodate young people deemed to be 'high risk'. This paper outlines these findings in more detail and discusses their implications for policy, practice and young people.

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**Sesiynau Cyfochrog y Prynawn**

**Afternoon Parallel Sessions**

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### Decarbonising the Welsh housing stock: from practice to policy

*Ed Green, Cardiff University*

The Welsh housing stock, among the oldest and least efficient in Europe, is responsible for 21% of Welsh carbon emissions. In 2019, the CCC determined that Wales should target a 95% reduction in emissions by 2050. This talk describes research exploring how this reduction could be delivered, and concludes with key recommendations drawn from the research. The research informed the recent Independent Steering Group report: Better Homes, Better Wales, Better World, and key recommendations were adopted by Welsh Minister for Housing Julie James AM on 24 September 2019.

### Reducing Energy Use in Housing: Insulation and Retrofit problems in Wales and the UK

*Tom Woolley, Visiting Professor Anglia Ruskin University and Rachel Bevan Architects and Eshrar Latif, Cardiff University*

There is general agreement that existing and new build houses should achieve higher standards of energy efficiency.

Research into different forms of insulation and methods of installation has been carried out for a new book on insulation materials. (ICE Publications later in 2019). There has been an assumption that all insulation materials are much the same and that, providing that thermal performance figures are satisfactory, any material can be used in any form of construction. The evidence shows, however, that inappropriate insulation and installation measures can lead to many unintended consequences and a gap between predicted and actual performance. Far from reducing fuel poverty and carbon emissions, mould and damp can occur, aggravating health problems, which has been confirmed by academic research. Sealing up increasingly airtight buildings with non-breathable, flammable and even hazardous synthetic materials can cause damage to building fabric and occupant health. Furthermore the embodied energy and pollution involved in the production of many commonly produced insulation materials can be bad for the environment. The importance of indoor air quality and ventilation is often overlooked, though recent work by NICE and the Environmental Audit Committee in Westminster has drawn attention to the problems. The paper will review the range of insulation materials available and their differences. It will be illustrated with case study examples of so-called *retrofit disasters* where cavity wall, external wall and internal insulation have been wrongly applied. Some of these case study examples are in Wales and the assistance of CIVALLI (based in Newport) will be acknowledged.

## How smart hybrid heat pumps can provide a pathway of choice to decarbonise home heating

*Ian Rose, Professional Services Director, PassivSystems*

The Freedom project trialled a hybrid heating solution in 75 homes – a mix of social and private housing, including some that are off the gas grid – in and around Bridgend, South Wales.

The Freedom project measured the consumer, network and energy system implications of hybrid heating system deployments, where domestic heating systems had the option of operating using a standard gas boiler, an air source heat pump (ASHP), or both.

The collaborative project, managed by PassivSystems, demonstrated how multi-fuel, hybrid home heating systems can play a pivotal role in reducing carbon emissions to the 2050 levels, as mandated by the Climate Change Act.

Freedom also demonstrated how hybrid heat systems can significantly lower running costs for consumers – both on and off the gas grid – helping to address fuel poverty.

The project further showed how hybrid heating can help to decarbonise domestic heating with no increase in peak load, if operating within the context of a demand ‘flexibility’ solution that is designed specifically for householders.

With smart hybrid heating technology, the UK has an opportunity to transform the domestic heating market to deliver carbon reduction obligations whilst creating jobs and export opportunities in markets targeted by the UK’s industrial strategy.

This presentation will outline key aspects of the Freedom project, including key results and benefits.



### Voices of those with lived experiences of homelessness and adversity in Wales: Informing prevention and response

Charlotte NB Grey<sup>1\*</sup>, Louise Woodfine<sup>2</sup>, Alisha R Davies<sup>1</sup>, Sumina Azam<sup>2</sup>

<sup>1</sup> Research and Evaluation Division, Public Health Wales, Cardiff, UK

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**Introduction:** Homelessness is a serious and complex societal and public health issue with multiple causes and solutions. Dealing with homelessness involves both supporting people and addressing personal and structural causes occurring through the life-course – which include Adverse Childhood Experiences (ACEs). We examine the relationship between ACEs and homelessness in Wales, and consider priority areas for early intervention and prevention.

**Methods:** Data was retrospectively analysed from a cross-sectional national Welsh 2017 (n=2452). Outcome measures included ACEs, lifetime homelessness, and childhood resilience. Pathways interviews with people experiencing homelessness (n=27) and services (n=16) explored experiences and views.

**Results:** Homelessness affects 1 in 14 of the Welsh population. 87% of those with lived experience of homelessness had experienced at least one ACE compared with a Welsh average of 46%; and 50% of those with lived experience of homelessness had experienced 4+ ACEs, compared to 11% in the wider population. Compared with those with no ACEs, individuals with 4+ ACEs were 16 times more likely to report experiencing homelessness (95% CI 9.73,26.43), but Childhood Resilience Assets were protective reducing this by half (OR 8.073, 95% CI 4.68,13.93). From interviews, early years/schools were reported as critical in supporting children with ACEs, and services through the life-course need to ACE-aware and able to cope with impacts resulting from ACEs.

**Discussion:** A clear association is seen between ACEs and homelessness. Early intervention that prevents ACEs is needed, as well as better addressing support needs of both child and adult vulnerable populations to prevent homelessness and intervene earlier.

## LGBTQ+ homelessness

*Hugh Russell, EYHC Project Manager*

The End Youth Homelessness Cymru report 'Out on the Streets' provides an overview of the experiences of LGBTQ+ young people from across Wales, who were predominantly in supported housing when interviewed by their peers. Insight was also sought from those who work with this group and an array of different levels of confidence, training and knowledge as to how to support LGBTQ+ people. Key findings included the array of harms and risks that LGBTQ+ young people experience – psychological damage, survival sex and the trauma that accompanies familial rejection. Recommendations for change based on these findings ranged from the strategic (including a push for training in LGBTQ+ issues for those who work with vulnerable young people) to the pragmatic (such as methods to promote inclusion in homelessness services).

## Being a peer researcher

Studies in Wales, particularly studies of and with homeless young people, are increasingly adopting a peer research methodology. It is argued that the approach enhances the voice of research participants, improves power relations between interviewer and interviewee, and benefits the peer researcher. In this presentation we will hear the perspective of a peer researcher—why would a peer get involve in peer research? What are the benefits and what are the challenges? How could peer research be 'done better'?

### Crisis—Cover the cost: The impact of local housing allowance (LHA) policy on homelessness in Wales and England

*Francesca Albanese, Crisis*

Until social housing can meet demand, people on low incomes must be able to find secure and stable housing in the private rented sector. The impact of underinvestment into Local Housing Allowance (LHA) rates has meant councils across Wales and England are struggling to carry out duties to prevent homelessness under their respective homelessness legislation. In Wales, councils are required to take reasonable steps to prevent an applicant's homelessness following changes introduced by the Housing (Wales) Act (2014). Yet in some parts of Wales councils cannot successfully prevent homelessness using the private rented sector. In England under the Homelessness Reduction Act (HRA) councils are also struggling to fulfil their prevention and relief duties due to problems with housing affordability.

This paper draws on secondary data analysis carried out by Crisis and the Chartered Institute of Housing which shows underinvestment in Local Housing Allowance rates mean that 92 per cent of areas in Great Britain were unaffordable to single people or a couple or a small family in 2018/19 - 97 per cent of areas in England and 82 per cent in Wales. It looks at where this issue is most acute and the groups most adversely affected addressing commonalities and differences in the Welsh and English contexts. Finally it looks at short and long term solutions to the under investment in LHA, examining the costs and benefits of restoring LHA rates back to the 30<sup>th</sup> percentile of rents and why we are making the case for LHA to cover the cost of rents again.

### Conceptions of vulnerability across the housing sector

*Oliver Townsend, Cymorth Cymru (Presentation draws upon MSc thesis—Cardiff University)*

The term 'vulnerability' is used in day-to-day practice across the housing sector, but it is also hard-wired into our legislation via the Housing (Wales) Act, and the inclusion in statute of the Pereira Test. There are significant challenges to the idea of 'vulnerability' being used as widely as it is today, including through the Crisis Frameworks Institute report into how the issue of homelessness should be 'framed' in public discourse to generate positive response and action. There is also a concern that 'vulnerability' has become a word that is near-meaningless, used by people to reassert their compassion credentials whilst actively pursuing policies or practices that marginalise and damage people.

In this presentation, I consider the extent to which vulnerability was a consideration during the development of the Housing (Wales) Act, in particular its relevance to debates and discussions between third sector, local authority, Welsh Government official and political actors.

I propose a new framework for understanding vulnerability, which considers the different conceptions held by different actors. This includes the following:

1. **LEGAL VULNERABILITY:** The legal understanding of vulnerability within the legislation, which broadly match that of Pereira;
2. **PATTERNIST VULNERABILITY:** The pattern-led understanding of vulnerability;
3. **PRACTICAL VULNERABILITY:** The 'common sense' understanding of vulnerability.
4. **SYSTEMIC VULNERABILITY:** The understanding of a systemic inducement of vulnerability, or the systemic exacerbation of vulnerability.

This could be a helpful heuristic by which housing organisations can consider embedded conceptions, their own understanding of vulnerability, and even use these ideas to train and challenge their own colleagues in policy and practice.



## Improving health and homelessness

*Zana Khan, GP Great Chapel Street Homeless Practice; NIHR In-Practice Research Fellow, UCL Collaborative Centre for Inclusion Health and Research*

A health crisis is often linked to a housing crisis. People experiencing homelessness are 10 times more likely to die in any given year than the poorest housed person. A third of those discharged from hospital to homelessness will die within 12 months and often from preventable and treatable health conditions.

Clinically-led, multi-professional homeless healthcare teams in hospital, also known as Pathway Teams, have existed in England since 2009. There are now 11 teams in England and one in Australia, with more planned around the UK. The Pathway model is endorsed in the NHS year 10-year plan and a recent national study exploring hospital discharge in homeless patients found the model to be the most effective at improving health and housing outcomes for homeless inpatients.

The purpose of this abstract is to draw together research evidence and examples of how these teams achieved their outcomes through person centred, collaborative and partnership working across services and sectors. It will also describe the service development, workforce, integration and research evaluation findings. Innovations such as transitional arrangements for patients post discharge and data capture methodology will be discussed.

A broader review of what works in integrated care in homeless and inclusion health (healthcare for socially excluded groups) including primary care, step down and end of life provision will also be covered.

A discharge from hospital to homelessness is a “never event” and this model serves as an example that Wales can adapt and adopt as part of their ambition to end homelessness.

### Understanding social housing evictions

*Kester Holmes, Opinion Research Services*

**Objective:** To understand current rates of social housing evictions across Wales; reasons and processes which lead to eviction; and how they are prevented.

**Method:** A survey of all? Social Landlords and Local Authorities with social housing stock was undertaken to collect possession order, eviction warrant and eviction data. Qualitative interviews were conducted with social landlords and representatives from key Welsh housing and homelessness stakeholder organisations.

**Findings:** Social housing evictions rates vary between landlords. Four of the five providers with the highest rates are either Local Authorities or LSVTs. Rent arrears is the biggest reason for evictions and threat of - although there are complex issues underlying it - and lack of tenant engagement is a main cause of tenancies ultimately not being saved. Eviction levels have remained stable over recent years, although there is concern about the long-term impacts of welfare reform/Universal Credit. There has been a move towards more holistic models – based on systems-thinking and psychologically informed approaches; however, there are still reports of bad practice in the sector

**Conclusions:** Despite innovative work being undertaken, there are discrepancies between current policy and what is happening 'on the ground' – and organisations are at different stages of cultural change. Consistency across Welsh social housing can be improved by sharing best practice and encouraging joined up working between landlords and external organisations. There is need to continue to gather consistent and reliable data on eviction activity across social landlords in Wales. Further follow-up research should be scheduled to identify whether new holistic approaches have been embedded

### Constructing resistance to 'no-fault' evictions: A comparative analysis of the response to rental reforms across the UK

*Craig M. Gurney, University of Glasgow and Tom Simcock, Unit for Evaluation and Policy Analysis, Edge Hill University*

Across the UK the regulation of the private rented sector is diverging, re-converging, and under significant reform. Scotland has already implemented the end to "no fault" evictions for new tenancies, while in England the Government has recently announced plans to end S.21 "no fault" evictions. In contrast in Wales, the Government has recently consulted on extending the required notice period under the "no fault" s173 of the Renting Home (Wales) Act 2016 to 6 months. These reforms have received different responses from stakeholders from across the UK, with a conciliatory debate in Scotland, and more defensive resistance in England and Wales. Using a social constructionist framework, we undertake a critical discourse analysis of published responses to these actual and proposed reforms and highlight the contours of resistance to rental reforms by stakeholder organisations across the UK. We consider how this resistance is articulated identifying techniques, tools and tropes. We further consider the implications of these findings for research on the use of evidence by different policy networks to inform housing related policy.

## Alternative approaches to resolving disputes in the UK private rented sector

*Jennifer Harris, University of Bristol*

Disputes in the private rented sector cover a wide range of issues which can be difficult to resolve. In recent years, there has been increased policy interest in the use of alternative dispute resolution mechanisms to help tenants and landlords resolve disagreements outside of courts or tribunals (e.g. via mediation or adjudication). Drawing on findings from a recent study featuring an evidence review, key stakeholder interviews and international examples, this presentation will explore the role and potential of alternative dispute resolution approaches in the UK Private Rented Sector. The presentation will highlight certain key principles, practices and approaches which could be applied to the UK private rented sector to improve dispute resolution for landlords and tenants. This project forms part of a UK-wide research programme funded by TDS Charitable Foundation and SafeDeposits Scotland Charitable Trust, which will aim to improve conditions and outcomes in the private rented sector <https://housingevidence.ac.uk/our-work/raising-standards-in-the-uk-private-rented-sector/>





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## Conference collaborators

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