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County Borough Council

Reducing Reliance on Unsuitable Temporary Accommodation In Merthyr Tydfil

Presentations



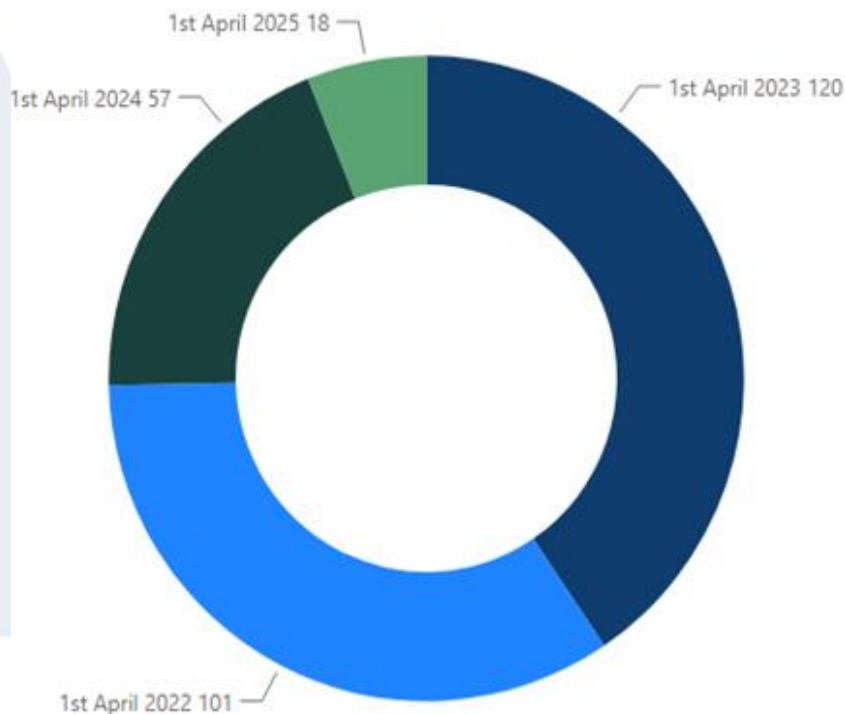
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Homeless presentations					
2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024 - 2025
754	1345	848	776	781	696

High Presentations During the Pandemic

Limited access to suitable move-on accommodation led to prolonged stays in B&Bs—sometimes up to two years—resulting in increased reliance on unsuitable temporary housing over time.

Numbers in B&B April each year

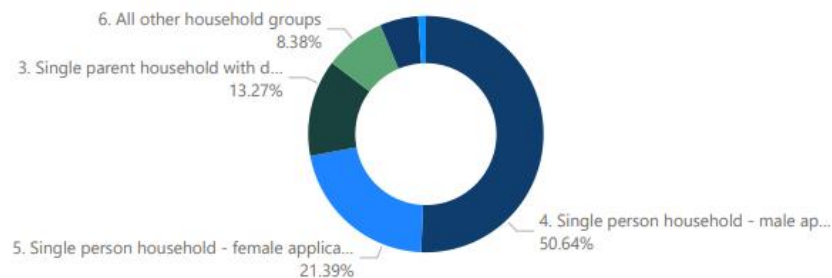


Presentations

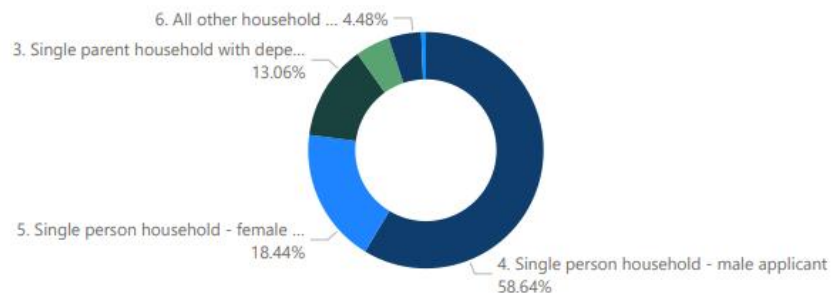


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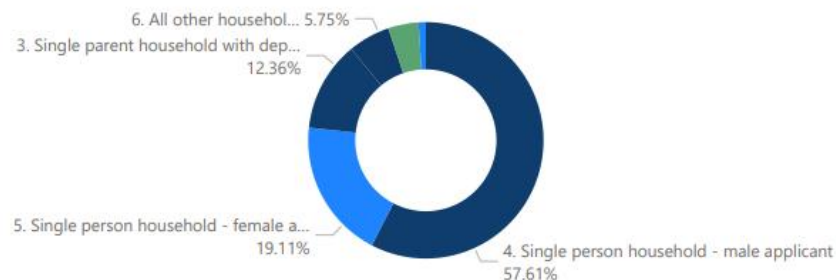
WH012 Household Type 2022-23



WH012 Household Type 2023-24



WH012 Household Type 2024-2025



Single Person Household Demand

Year on year, the highest presenting housing need is for single-person households requiring one-bedroom accommodation—predominantly single males.

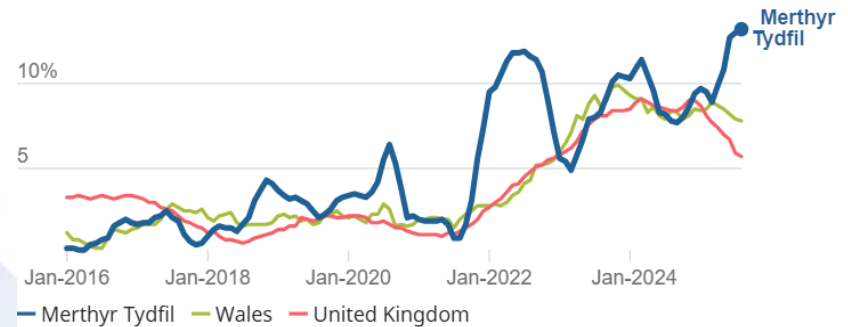
Barriers to rehousing

Housing Pressures in Merthyr Tydfil

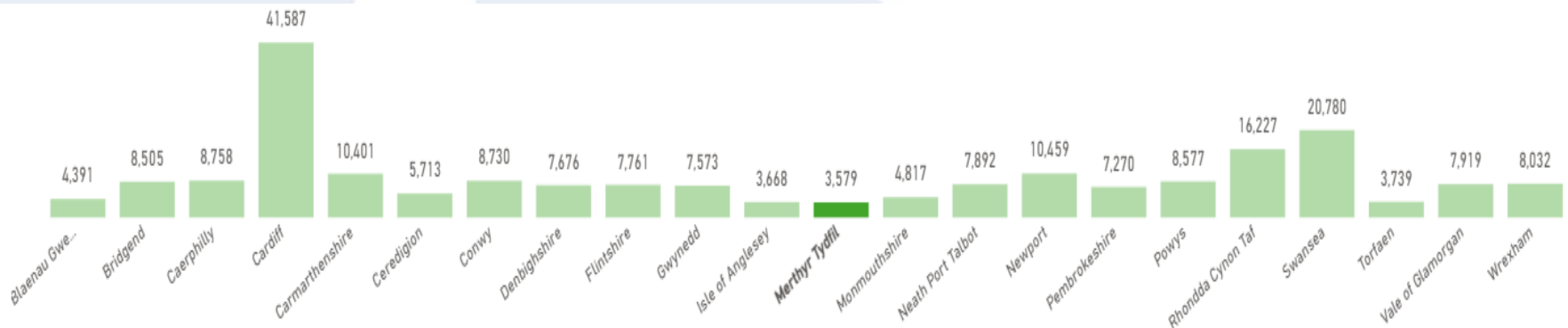
High levels of deprivation, low incomes, and complex support needs shape local housing demand. With the lowest volume of private rentals in Wales and rising costs of rents, reliance on social housing has significantly increased.

Annual change in rents in Merthyr Tydfil

Private rental price annual inflation, Merthyr Tydfil, January 2016 to August 2025



Source: Price Index of Private Rents from the Office for National Statistics



Barriers to rehousing

Pressure on the Common Housing Register

As of September 2022, 3,030 households were registered for social housing. The high volume of applications, combined with a priority banding system that didn't distinguish urgent homelessness from other high-need cases that were able to temporarily remain housed, led to delays in allocating properties to those in temporary accommodation.

Active Applicants on the housing register by priority band September 2022		
Band	Number	Proportion of Housing Register
One - High Priority	305	11%
Two – Medium Priority	651	21%
Three – Low Priority	1870	61%
No preference due to outstanding debt or unacceptable behaviour	204	7%

Housing Association	Housing Stock (no of units)	
	2022	2025
Merthyr Valleys Homes	4063	4095
Merthyr Tydfil Housing Association	1162	1236
Wales and West	478	460
Hafod	186	183
Total	5889	5974

Finishing touches

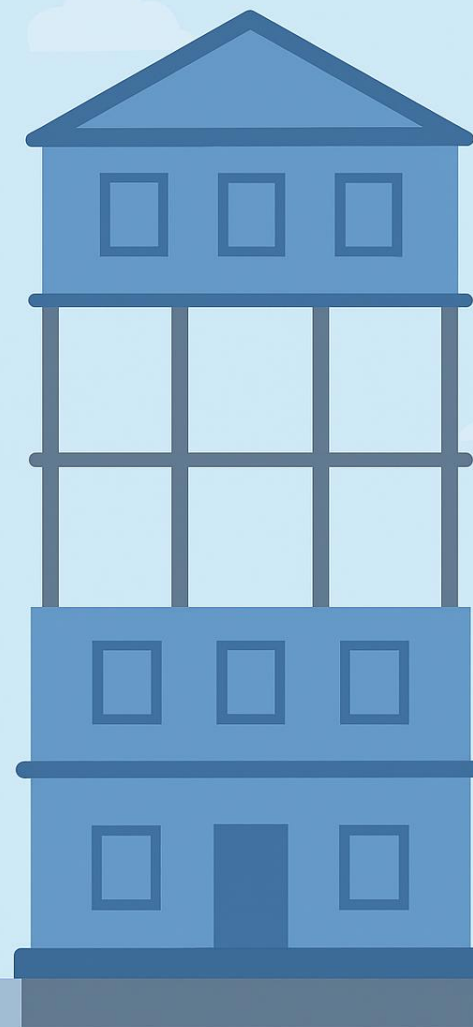
- Reviewing where we are now
- Refining policies and process
- Predicting future demand, where we can.

Structural Supports

- Early Intervention and prevention service
- Allocations policy
- Move on process
- Developments
- Supported Accommodation
- HMO

Foundations laid

- HSP
- RRTP
- Data
- LMHA
- Partnership groups.



Finishing touches still working towards

Structural supports added in sequence

Foundations laid first

The strategic plan ensured each phase reinforced the next.

Allocations

Targeted Allocations Through the Housing Register

Shift to housing need, with 100% allocations via the Housing Register priority band structure.

Priority was restructured to focus on urgent homelessness.

A dedicated banding for homelessness ensured that available properties were first offered to those in temporary or crisis accommodation.

Old Banding system	New Banding System
Band 1 –High Priority	Band 1 – Urgent Homeless Priority
Band 2 – Medium Priority	Band 1 Reduce – High Priority
Band 3 – Low Priority	Band 2 – Medium Priority
No Preference due to outstanding debt or unacceptable behaviour.	Band 3 – Low Priority
	No Preference due to outstanding debt, unacceptable behaviour/Not ready for move on from Temporary Supported Accommodation.

Early Intervention & Prevention



Development of Town Centre Hub

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Early Intervention & Prevention



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Total engaged
with the Hub
2024-25
11074

Total engaged
with the Hub
Q1 2025-26
2837

Town Centre Hub – Early Intervention & Prevention

- Pilot Housing Advice Hub launched April 2022; scaled rapidly to support 80 households/month with 2 EIP Officers
- Full Town Centre Hub established December 2023, offering accessible, multi-agency housing support
- “One stop shop” launched in partnership with other LA services to deliver strategic housing priorities
- Current team: 5 EIP Officers, 1 Disability EIP Officer, 2 Welfare & Benefits Officers
- EIP Officers support households >56 days before homelessness risk, helping navigate housing policy and evidence requirements, and any support to prevent the risks of homelessness.

Services include:

- Housing advice and homelessness prevention
- Tenancy sustainment with landlords
- Family mediation and housing register support
- Income maximisation and employability referrals
- Third-sector support via Housing Support Grant (HSG)
- Employability services
- Social services

Welfare Benefits officers achieved
£13,722 average in additional income per calendar month for MTCBC residents in Q3 & Q4 2024-25.

£23,078 received in total back payments awarded in Q3 & Q4.

Q1 2025-2026 –
£25,778 per calendar month achieved in additional income

£22,165 received in back payments in Q1

2024-25
Total engaged with the EIP Housing Service **3203**

2211 had a housing need that had potential to lead to homelessness

447 were at risk of homelessness

Only **124** cases resulted in needing a statutory homeless assessment

Q1 2025-26
Total **415** engaged with the service

245 have housing need that had potential to lead to homelessness

114 were at risk of homelessness

25 cases resulted in a statutory homelessness assessment

Apr-24	732
Apr-25	950
%	29.78142
May-24	803
May-25	946
%	17.80822

Jun-24	808
Jun-25	941
%	16.4604

Seen an increase in engagement in the Hub since year 1.

Early Intervention & Prevention



Prison Custody Tenancy Rescue Scheme (PCTRS) Pilot

- Prevent Cyclical homelessness for offenders
- Pilot scheme launched April 2024
- Delivered in partnership with community landlords and criminal justice services
- Task & finish group established with HMPS and other local authorities
- Early intervention approach shown to be cost-effective
- £6,746.61 spent to preserve 6 tenancies vs potential £141,960 in temporary accommodation costs

Private Rented Sector Collaboration

- To maximise opportunity to prevent homelessness and reduce reliance on common housing register
- Proactive work with private landlords to preserve tenancies has strengthened relationships
- Landlords now approach the service directly to offer properties to those at risk of homelessness
- Reflects growing trust and shared commitment to prevention and tenancy sustainment

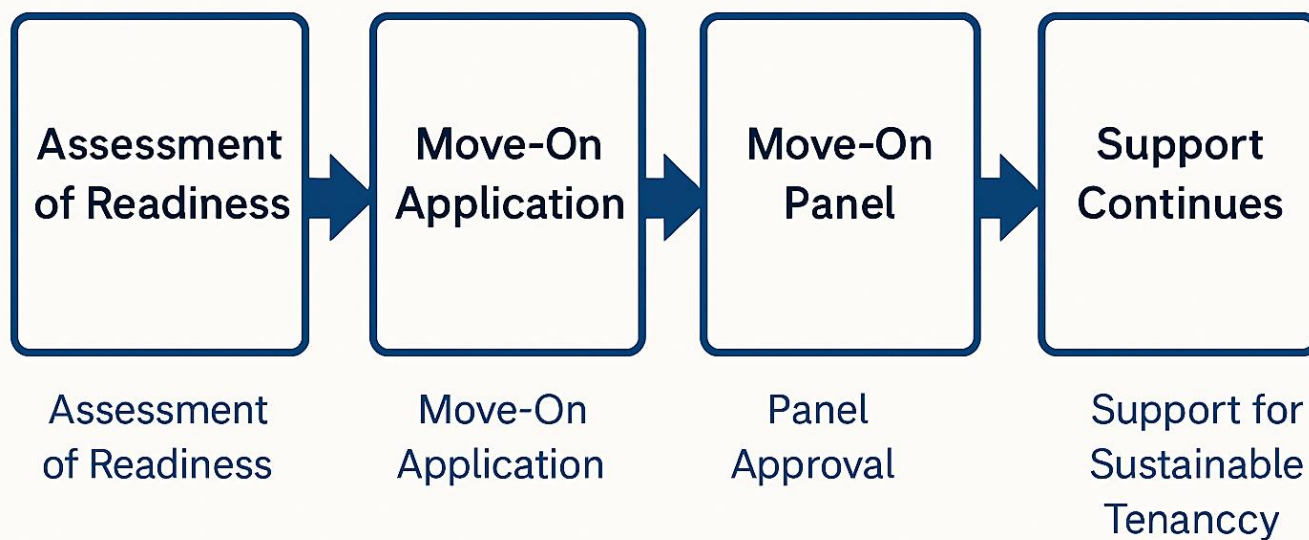
Supported Accommodation

- While strategic development was underway, building more homes takes time and comes with many challenges. Therefore, we had to act fast to provide urgent temporary and supported accommodation to meet our statutory obligations.
- As part of our Covid-19 exit strategy, we progressed a number of additional supported accommodation projects to assist in rehousing clients currently in TA:
 - Pen-Y-Dre Apartments, March 2023
 - Marsh House SA, March 2024
 - Tregenna SA, Acquired in Feb 2024

A recent assessment show that 60% of individuals have high or intensive support needs.



Move on – breaking the cycle



New Developments

- SHG Budget in Merthyr grew from £1m pre-pandemic to approx. £6m post pandemic.
- New homes delivered increased from approx 10-12 units p.a to upwards of 60 units pa.



HMO

- HMO Protocol approved by Full Council (March 2024)
- Significant growth in HMO provision
- Further expansion underway

