ClwydAlyn Housing Limited
72 Ffordd William Morgan,
Parc Busnes Llanelwy, Llanelwy,
Sir Ddinbych, LL17 0JD

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD

ffôn/tel: 01745 536800 Canolfan Gwasanaeth/
Cwsmeriaid/ Customer Service Centre: 0800 183 5757
e-bost/email: enquiries@clwydalyn.co.uk

Sian Gwenllian MS,
Cabinet Minister for Local Government, Housing and Planning
Cathays Park
Cardiff
CF10 3NQ

3rd November 2026

Dear Cabinet Minister,

Subject: Homelessness and housing support workforce

Firstly, warm congratulations on your appointment as Cabinet Minister for Local Government, Housing and Planning. This is such a critical portfolio, and I know the housing sector is pleased to have a Cabinet Minister who understands the importance of having a safe place to call home.

During the last Senedd term, the Welsh Government's Ending Homelessness Action Plan committed to '*Develop a resilient and valued workforce recognised for their expertise*'. This was in recognition of the vital role that the workforce plays in preventing and ending homelessness, and the relative lack of recognition, reward and support experienced by frontline workers in this sector.

As you are aware, the Ending Homelessness National Advisory Board oversaw the implementation of the action plan, establishing a series of Task and Finish Groups to take forward key priorities. One of these was the Workforce Task and Finish Group, which I chaired; with representatives from Cymorth Cymru, support providers, local authorities and frontline workers.

Importantly, one of our first actions was to consider the views and experiences of frontline workers, via a paper from the Frontline Network Wales. This paper shaped our workplan, and led to subgroups on pay, staff support, training and qualifications, and commissioning.

Over the course of the next three years, these subgroups engaged with the sector, conducted research, analysed data, and developed a series of reports and recommendations. These were scrutinised by the Ending Homelessness National Advisory Board, before being compiled into a final report, which was sent to the previous Cabinet Secretary for Housing and Local Government to consider.

The report set out a number of important recommendations on pay, support systems for staff, training and qualifications, and commissioning – setting out a pathway for the Welsh Government to develop a resilient and valued workforce.

Ensuring the workforce remains a priority

I know you were a strong supporter of the homelessness and housing support workforce as Plaid Cymru's spokesperson for housing in the last Senedd, and I am sure this will continue during your time in government. These frontline workers have an extraordinary impact on people's lives and public services and deserve to be championed by us all.

Your manifesto commitment to tackling homelessness, by taking a Housing First, trauma-informed and person-centred approach is hugely welcome. However, this can only be achieved by taking the necessary steps to ensure that the homelessness and housing support workforce is recognised, rewarded and supported to do the life-changing – and often traumatic - work they undertake.

I am heartened by Plaid Cymru's support for decent work that pays fairly, and your manifesto commitment to adopting a Fair Work First approach to awarding public sector grant, loans and contracts. Increasing funding and using mechanisms such as the Housing Support

Grant guidance, grant terms and conditions, and ministerial instructions to local authority commissioners will be key to creating a resilient and valued workforce.

Action to tackle homelessness has always received cross-party support and is certainly not owned by any one party. While I appreciate that you and Plaid Cymru will want to set out your own approach in government, I am writing to ask for your commitment to ensure that the Workforce Task and Finish Group report is not left on a shelf, and that work continues to improve the recognition, reward and support for homelessness and housing support workers. This will be particularly important as Wales prepares to implement the Homelessness and Social Housing Allocation (Wales) Act 2026.

The report was shaped by frontline workers and is an example of carefully considered work, developed in collaboration with representatives from local government and the third sector – who want to see the recommendations implemented. It sets out a pathway towards a resilient and valued workforce, which we hope that you will adopt as the new Minister for this portfolio.

I would be very grateful if you could carefully consider the report and recommendations and set out how you plan to take this work forward.

Yours faithfully

Clare Budden



Chair of the Workforce Task and Finish Group (2021-2026)

cc: Jo Valentine: Joanna.Valentine@gov.wales
Bev Luchman: Beverly.Luchmun001@gov.wales