



23 January 2023

R.E. Draft Welsh Government Budget – Housing Support Grant

Dear Ministers,

We are writing to you regarding the need for additional investment in homelessness and housing support services in Wales in the upcoming budget. We strongly believe that the Housing Support Grant (HSG) should be one of the Welsh Government's priorities and given an inflationary increase.

We are The Wallich. We believe that everyone deserves the right to a home, but more than that, that everyone deserves the right to feel safe, to feel valued and to feel positive about their future.

We operate 112 services across 18 Welsh local authorities. The vast majority of these services are commissioned by the local authorities, with funds from the Housing Support Grant (HSG), in order to meet statutory duties to prevent or alleviate homelessness.

The context

In the Welsh Government's draft budget for 2023/24, the total HSG budget for all Welsh authorities is £166m, which due to inflation represents a real-terms cut on the current level of funding.

What this means in practice is that all housing support workers in HSG-funded projects are likely to see a pay-freeze – and a real-terms pay cut – for the next year, despite the spiralling costs of living. Staff working in these projects have not had a meaningful pay rise in the last decade.

Like many other frontline health and care workers, housing support staff worked tirelessly throughout the pandemic to keep people safe, undoubtedly saving many lives. However, after nearly three years of ever-increasing pressures on services, many are exhausted and demoralised, and are considering leaving the sector. This is causing a recruitment and retention crisis, something which has already been identified as a priority by the Ending Homelessness National Advisory Board.

The evidence

Recent research from Cymorth Cymru, referenced in the [draft budget narrative](#), found that 79% of frontline housing support workers were cutting back on heating to save money, and 44% were struggling to pay rent and bills. 7% reported using food banks, and many more are skipping meals or taking on additional jobs to make ends meet.

In our own organisation, we have heard anecdotal evidence that suggests staff are using annual leave to take on second jobs.

There are currently record numbers presenting to local authorities in need of housing support – at the end of September there were 8,652 individuals in temporary accommodation and 160 people sleeping rough – and there is a real risk that services will be unable to recruit and retain enough staff to maintain service delivery.

The consequences

We have previously expressed concern in our evidence to the Local Government and Housing Committee, about the race-to-the-bottom on price caused by competitive commissioning of HSG services. If local authorities are not able to provide sufficient funding to meet the actual cost of delivering services, providers will face the choice between delivering understaffed (and potentially unsafe) services, or choosing not to bid for contracts.

Finally, research from Cardiff Metropolitan University demonstrated the significant value for money of investments into the HSG. Services such as those run by The Wallich typically support people who have experienced significant trauma or adverse life experiences, and without appropriate support are likely to have more chaotic lives with regular contact with health, criminal justice and other public services. Conversely, the university research found a net-saving of £1.40 across all public services for every £1 invested in the HSG.

We understand that the Welsh Government face extremely difficult decisions in setting the budget for the coming year, but we believe that the risks posed by failing to increase HSG funding in line with inflation must not be discounted.

We hope the issues raised in this letter will prompt a consideration of the vital nature of the work that we do, and the need to reward support staff fairly for our contributions to communities across Wales.

Signed:

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| A G Evans | Senior Support Worker | Anglesey |
| Abi Street | Digital Communications Coordinator | Cardiff |
| Adam Neville | Rapid Rehousing Officer | Swansea |
| Alan Charlton | Support Worker | Bridgend |
| Aleksandrs Rubins | Support Worker | Swansea |
| Alexander Oyego | Night Support Worker | Swansea |
| Alyson Carlsen | PRS Assistant Manger | Swansea |
| Amy Gee | Talent & Resourcing Assistant | Cardiff |
| Amy Lee Pierce | Head of Communications & Public Affairs | Vale of Glamorgan |
| Andrea Faulkner | Senior Support Worker | Flintshire |
| Andrea Reffell | Assistant Service Manager | Cardiff |
| Andrew Ireland | Area Manager | Bridgend |

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| Angharad Griffiths | Senior Support Worker | Carmarthenshire |
| Anna Hooper | Service Manager | Swansea |
| Annette Burch | Senior Support Worker | Neath Port Talbot |
| Anthony Vaughan | Head of PIE Operations & Therapeutic Services | Cardiff |
| Anuoluwapo Oladipupo | Night Support Worker | Swansea |
| Ashleigh Hunt | Housing First Worker | Anglesey |
| Ashley Bowditch | Support Mentor | Cardiff |
| Ashton Dacombe | Senior Support Worker | Ceredigion |
| Ben Ramsay | Area Manager | Cardiff |
| Ben Roberts | Engagement and Wellbeing Mentor | Anglesey |
| Ben Stoker | ISFL Group Facilitator | Swansea |
| C Maunders | Housing First Worker | Swansea |
| Calum De Claire | Assistant Service Manager | Bridgend |
| Carla | Night Support Worker | Ceredigion |
| Carline Anne Maguire | Senior Support Worker | Neath Port Talbot |
| Cath Wilson | Service Manager | Carmarthenshire |
| Ceri Duffy | Assistant Service Manager | Bridgend |
| Ceri Thomas | Area Manager | Denbighshire |
| Chelsea Harrington | Regional Fundraiser | Cardiff |
| Cheryl Mably | Asset Coach | Swansea |
| Chris Charles-Wyatt | Safeguarding Manager | Vale of Glamorgan |
| Christine Griffiths | Senior Support Worker | Neath Port Talbot |
| Christopher John | Senior Support Worker | Swansea |
| Claire Mcphee | Senior Support Worker | Flintshire |
| Colette James | Senior Support Worker | Bridgend |
| Craig Herbert | Head of Business Systems | Cardiff |
| Cristal Coles | Senior Support Worker | Swansea |
| Daniel Warner | Senior Support Worker | Swansea |
| David Jones | Rapid Rehousing Officer | Newport |
| David Unwin | Senior Support Worker | Flintshire |
| David Wylie | Service Manager | Wrexham |
| Dawn Dunstan | Assistant Service Manager | Torfaen |
| Dawn Kenny | Social Enterprise Development Coordinator | Gwent |
| Dean Harris | Senior Support Worker | Swansea |
| Debbie Harris | Support Worker | Swansea |
| Deborah Allison | Volunteer Befriender Coordinator | Neath Port Talbot |
| Deborah Twigg | Service Manager | Vale of Glamorgan |
| Debra Ambury | Senior Support Worker | Neath Port Talbot |
| Debra Jones | Senior Support Worker | Swansea |
| Denise Rogers | Service Manager | Cardiff |
| Deon Everton | Senior Support Worker | Neath Port Talbot |
| Dione Thomas | Senior Support Worker | Swansea |
| Dr Lindsay Cordery-Bruce | Chief Executive Officer | Cardiff |

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| Elizabeth Collins | Personal Assistant/Hub Coordinator | Cardiff |
| Elizabeth Crowther | Service Manager | Neath Port Talbot |
| Elizabeth Evans | Service Manager | Carmarthenshire |
| Elle O'Connor | Support Worker | Bridgend |
| Ellie Pearson | Strategic Operational Lead | Cardiff |
| Emma | Senior Support Worker | Swansea |
| Emma Hime | Support Worker | Bridgend |
| Emma Matthews | Landlord Liaison Officer | Swansea |
| Endaf Wyn Jones | Service Manager | Anglesey |
| Eric Wills | Service Manager | Swansea |
| Eric Wills | Service Manager | Swansea |
| Erin Cleaver | Senior Support Worker | Torfaen |
| Fiona Leong | Senior Support Worker | Swansea |
| Gareth Corbin | Director of Risk and Compliance | Caerphilly |
| Gareth John | Service Manager | Cardiff |
| Gareth Jones | Strategic Operational Lead | Cardiff |
| Gemma Gauci | Peer Mentor | Cardiff |
| Gemma Lancaster | Senior Support Worker | Anglesey |
| Gemma Thomas | Senior Support Worker | Swansea |
| Geraldine Bragger | Support Worker | Bridgend |
| Gia Stokes | Assistant Service Manager | Neath Port Talbot |
| Gideon Way | Support Worker | Torfaen |
| Gordon Lewis | Senior Support Worker | Carmarthenshire |
| Grant Hyatt | Area Manager | Wrexham |
| H Walker | Assistant Service Manager | Swansea |
| Hayley Rose | Assistant Service Manager | Torfaen |
| Helen Arnold | Service Manager | Swansea |
| Helen Harvey | Support Worker | Swansea |
| Hollie Wilson | Housing First Worker | Carmarthenshire |
| Holly Llewellyn | Senior Support Worker | Bridgend |
| Hugh Bevan | Senior Support Worker | Swansea |
| Ian Coughlin | Recruitment and Workforce Manager | Cardiff |
| Ian Harris | Fundraising Administrator | Cardiff |
| Iestyn Leocrass | Senior Support Worker | Swansea |
| Ishrat Subhan Eva | Support Worker | Swansea |
| Jade Childs | Senior Support Worker | Cardiff |
| Jake Stocker | Senior Support Worker | Denbighshire |
| James Edwards | PRS Development Worker | Torfaen |
| Jamie-Lee Cole | Brand and Communications Manager | Cardiff |
| Jan Jordan | Trust, Foundation and Statutory Manager | Cardiff |
| Jane Newman | Health & Safety Manager | Cardiff |
| Jane Reynolds | Support Worker | Neath Port Talbot |

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| Janet Ashman | Support Worker | Bridgend |
| Janet Davies | Senior Support Worker | Vale of Glamorgan |
| Janine Bennett | Senior Support Worker | Cardiff |
| Jasdeep Singh Waraich | Senior Support Worker | Swansea |
| Jason Nancurvis | Head of Mobile Operations | All Wales |
| Jayne Coombs | Payroll Co-Ordinator | Cardiff |
| Jeffrey Konten | Senior Support Worker | Cardiff |
| Jennifer Harris | Support Worker | Swansea |
| Jess Ellson | Conflict Resolution Worker | Wrexham |
| Jessica Hughes | Support Worker | Denbighshire |
| Joanne Parry | Service Manager | Anglesey |
| Joanne Roberts | Housing First Worker | Carmarthenshire |
| Joel Baldock | Senior Support Worker | Torfaen |
| John Davies | Senior Support Worker | Neath Port Talbot |
| Jonathan Williams | Senior Support Worker | Carmarthenshire |
| Jonny Matson | Housing First Worker | Anglesey |
| Jordan O'Hara | Learning and Employment Mentor | Bridgend |
| Julia Thomas | Invisible Cardiff Service Manager | Cardiff |
| Karen | Senior Support Worker | Neath Port Talbot |
| Karina Winter | Service Manager | Swansea |
| Kate Thomas | Senior Support Worker | Torfaen |
| Kath Monington | Senior Support Worker | Torfaen |
| Kathryn Measday | Senior Support Worker | Neath Port Talbot |
| Katrina Couture | Housing First Worker | Anglesey |
| Kayleigh Bartlett | Support Worker | Torfaen |
| Keiron | PRS Access Worker | Swansea |
| Kelly Akhurst | Senior Support Worker | Cardiff |
| Kelly Prosser | Assistant Service Manager | Bridgend |
| Kelsey Pritchard | Support Worker | Swansea |
| Kenny McCausland | Service Manager | Ceredigion |
| Kerry Edwards | Senior Support Worker | Carmarthenshire |
| Kerry Smith | Senior Support Worker | Swansea |
| Kerstyn Phillips | Senior Support Worker | Bridgend |
| Kev Carpenter | Rough Sleeper Intervention Officer | Newport |
| Kevin Tucker | Assistant Service Manager | Swansea |
| Kim McGuinness | Senior Support Worker | Denbighshire |
| Kirsty Miller | People Partner | Cardiff |
| Kirsty Thomas | Housing Compliance Manager | Cardiff |
| Kumar Chetri | Senior Support Worker | Swansea |
| Kyleigh Chard-Maple | Activities Co-ordinator | Carmarthenshire |
| L L'Estrange | Night Support Worker | Swansea |
| L Rees-Jones | Service Manager | Carmarthenshire |
| Laura Jones | Senior Support Worker | Denbighshire |

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| Lawrence Davies | Business Systems Development Technician | Caerphilly |
| Leah Hardwick | Bond Board Administrator | Merthyr Tydfil |
| Leanne Davies | Assistant Service Manager | Carmarthenshire |
| Leonne Edwards | Support Worker | Bridgend |
| Leigh | Senior Support Worker | Carmarthenshire |
| Leo Doran | TCI Project Coordinator | Ceredigion |
| Leonne Edwards | Support Worker | Bridgend |
| Lesley Thomas | Senior Support Worker | Swansea |
| Lewis Hayes | Support Worker | Bridgend |
| Liam Doverman | Senior Support Worker | Cardiff |
| Liam Healy | Senior Support Worker | Swansea |
| Lisa Jane Jenkins | Support Worker | Torfaen |
| Lisa Mort | Senior Support Worker | Bridgend |
| Lissa Vardy | Support Worker | Denbighshire |
| Louisa Foster | Senior Support Worker | Swansea |
| Louise Davies | Senior Support Worker | Swansea |
| Luke S | Senior Support Worker | Bridgend |
| Lynne Nicklin | Senior Support Worker | Wrexham |
| Marie Dyer | Senior Support Worker | Neath Port Talbot |
| Marie-Louise Flanagan | Mediation Worker | Denbighshire |
| Mark Jordan | Senior Support Worker | Swansea |
| Mark Peck | Senior Support Worker | Wrexham |
| Mark Price | Senior Support Worker | Ceredigion |
| Martin Woodgates | Head of Development | Bridgend |
| Martine Taylor | Support Worker | Torfaen |
| MB | Senior Support Worker | Torfaen |
| Megan Neilly | Senior Support Worker | Bridgend |
| Melanie Newcombe | Rapid Rehousing Officer | Swansea |
| Melissa Gauci | Service Manager | Cardiff |
| Michael Cowley | Head of Income Generation | All Wales |
| Michael George | Service Manager | Swansea |
| Michael Goldwyn | Senior Support Worker | Torfaen |
| Michael Lloyd | Support Worker | Swansea |
| Michael Mitchell | Night Support Worker | Swansea |
| Michelle Graystock | Senior Support Worker | Torfaen |
| Mike Franks | Support Worker | Cardiff |
| Mike Walmsley | Fundraising and Community Engagement Manager | Vale of Glamorgan |
| Natasha Hughes | Assistant Service Manager | Carmarthenshire |
| Neil Beveridge | Senior Support Worker | Wrexham |
| Neville Wheeler | Service Manager | Cardiff |
| Nici Lamerick | Rapid Rehousing Officer | Ceredigion |
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| Nicola O'Keefe | Senior Support Worker | Vale of Glamorgan |
| Nina Roberts | Senior Support Worker | Anglesey |
| Oli Noble | Senior Support Worker | Cardiff |

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| Oliver Jones | Senior Support Worker | Swansea |
| Olivia Tucker | Housing First Worker | Swansea |
| Opeyemi | Support Worker | Swansea |
| Owen Scourfield | Housing First Worker | Swansea |
| Pamela Longville | Senior Support Worker | Torfaen |
| Paul Miller | Rapid Rehousing Officer | Swansea |
| Paul Osborn | Senior Support Worker | Swansea |
| Paul Sheridan | Area Manager | Carmarthenshire |
| Paul Thorpe | Service Manager | Wrexham |
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| Rachel Dickinson | Senior Support Worker | Bridgend |
| Raheem Ali | Assistant Service Manager | Swansea |
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| Rebeca Lucy | Fundraising Coordinator | Cardiff |
| Rebecca Edwards | Assistant Service Manager | Bridgend |
| Rebecca Fackrell | Senior Support Worker | Ceredigion |
| Rebecca Hyde | Senior Support Worker | Torfaen |
| Rebecca Sherlock | People Partner | Cardiff |
| Renee Clutton | Senior Support Worker | Wrexham |
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| Rhian Mason | Assistant Service Manager | Carmarthenshire |
| Rhian Richards-Manning | Senior Support Worker | Neath Port Talbot |
| Rhiannon Williams | Senior Support Worker | Torfaen |
| Rhys John Howells | Support Worker | Bridgend |
| Rob Brook | Service Manager | Denbighshire |
| Robert Gillett | Night Support Worker | Bridgend |
| Robert Lee Fender | Senior Support Worker | Swansea |
| Rosie Seager | Creative Arts Coordinator | Cardiff |
| S Dyke | Senior Support Worker | Bridgend |
| Sam Flook | Support Worker | Newport |
| Sam Taylor | Service Manager | Gwent |
| Sarah Ayres | Senior Support Worker | Carmarthenshire |
| Sarah Mawer | Homelessness Worker | Bridgend |
| Sarah Taylor | Assistant Service Manager | Swansea |
| Sarah Watkins | Rapid Rehousing Officer | Swansea |
| Sharon Job | PRS Development Manager | Swansea |
| Sharon Murray | Support Worker | Bridgend |
| Shelley Griffith | Housing First Worker | Anglesey |
| Shelley Johns | Assistant Service Manager | Swansea |
| Shian Thomas | Service Manager | Flintshire |
| Shogun-Li Thomas | Service Manager | Bridgend |
| Sian Aldridge | Director of Services and Support | All Wales |
| Sian Landon | Service Manager | Swansea |
| Sianni | Senior Support Worker | Anglesey |
| Sigita Valaikaite | Housing First Worker | Swansea |

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| Sophie Walters | PRS Access Worker | Swansea |
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| Steve Masterman | Reflections Network Manager | Cardiff |
| Stuart | Senior Support Worker | Carmarthenshire |
| Stuart Southwell | Assistant Service Manager | Neath Port Talbot |
| Suzanne Rees | Support Worker | Bridgend |
| T J Williams | Support Worker | Swansea |
| Theresa Reece | Support Worker | Bridgend |
| Thomas Hollick | Policy & Public Affairs Coordinator | Cardiff |
| Tim Atkinson | Trusts, Foundation Statutory fundraiser | Cardiff |
| Tina Rigby | Service Manager | Swansea |
| Tom Hall | Director of People and Talent | All Wales |
| Tracey Adams | Senior Support Worker | Bridgend |
| Tracey Hardy | Senior Support Worker | Carmarthenshire |
| Tracey Law | Senior Support Worker | Bridgend |
| Travis McLeod | Graphic Designer | Cardiff |
| Trina Mayo | Senior Support Worker | Carmarthenshire |
| Vicky Hughes | Night Support Worker | Bridgend |
| Victor Adekunle | Night Support Worker | Swansea |
| Vikki Rees | Rapid Rehousing Officer | Carmarthenshire |
| Wendy Dagnall | Senior Support Worker | Carmarthenshire |
| Zaria Heywood | Senior Support Worker | Anglesey |
| Zian Dewitt | Senior Support Worker | Torfaen |
| Zoe Gardner | Senior Support Worker | Conwy |