

Should we look into how local councils are deciding whether someone is homeless?

What do you think?



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read**

Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



We are thinking about starting an investigation into:

- How local councils in Wales are deciding whether someone is homeless
- What the Council has done to help homeless people during the coronavirus outbreak



We want to know what you think.



Please answer these questions.



We need your answers by midnight on 30 October 2020

The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations
- The Welsh Government



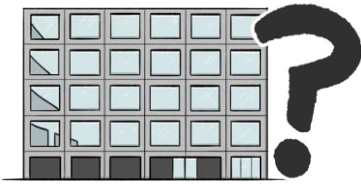
A **public service** is a service provided by an organisation that is part of the Government.

About you



Question 1: Please give us these details about yourself

Your name:



The company you work for:



Your address:

Your postcode:



Your email address:



Your phone number:



Question 2: Are you someone who...

- Is homeless?
- Has had an **assessment** for homelessness?
- Has helped people to have an **assessment**?
- Works for a local council?
- Is an **advocate**?
- Works for a community group?
- Is a councillor?
- Is interested in this issue?



An **assessment** is where council staff meet with you to decide if you are homeless or not.



An **advocate** helps people to speak up, or speaks on their behalf.

Local councils



Question 3: Are local councils doing assessments properly?



Yes



No

Please tell us why you ticked that



Question 4: When the council says you are not homeless, do they tell you that you can ask them to review their decision?



Yes



No

Please tell us why you ticked that



Question 5: Are councils doing the assessments and reviewing their decisions quickly enough?

- Yes
- No

Please tell us why you ticked that



Question 6: When a council realises they have made a mistake in the assessment, do they do enough to make sure that they don't make the same mistake again?

- Yes
- No

Please tell us why you ticked that



Question 7: When a council has made a mistake, do they tell their staff, so the staff don't make the same mistake again?

Yes

No

Please tell us why you ticked that



Question 8: What has the Council done differently to help homeless people during the coronavirus outbreak?

Has it worked?

Yes

No



Question 9: Would an investigation into this be a good thing for people in Wales?

- Yes
- No

Please tell us why you ticked that



Question 10: Is the Public Services Ombudsman for Wales the best organisation to investigate this matter?

- Yes
- No

Please tell us why you ticked that



Question 11: Would this investigation affect people using the Welsh Language?



Yes



No

Please tell us why you ticked that



Question 12: Have you any other comments?

Thank you



Thank you for your answers.



Please now post your answers back to us at:



**The Improvement Team
Public Services Ombudsman for Wales 1
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We need your thoughts by midnight on
30 October 2020

For more information



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