

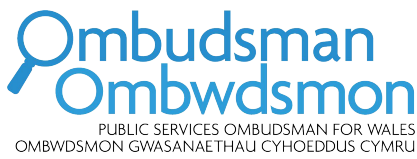
Should we look into how local councils are deciding whether someone is homeless?

What do you think?



**easy
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.



We want to know what you think.

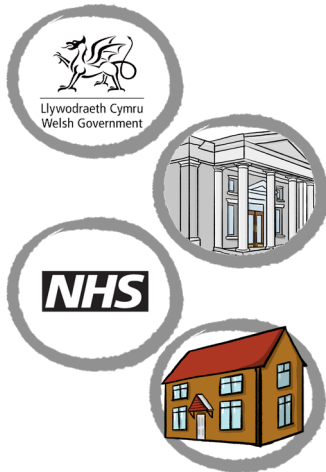


Please answer these questions.



We need your answers by midnight on 10 April 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



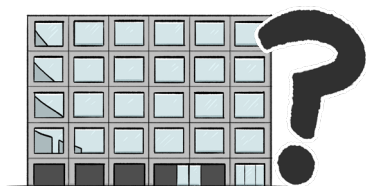
A **public service** is a service provided by an organisation that is part of the Government.

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?

☐

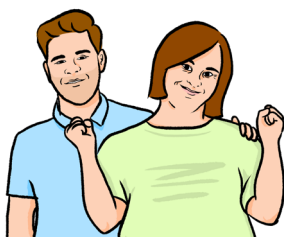
Is a councillor?

☐

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

☐

Yes

☐

No

Please tell us why you ticked that



Question 9: Is the Public Services Ombudsman for Wales the best organisation to investigate this matter?

☐

Yes

☐

No

Please tell us why you ticked that



Question 10: 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 Old Field Road
Pencoed
CF35 5LJ**



or email it to us.



We need your thoughts by midnight on 10 April 2020.

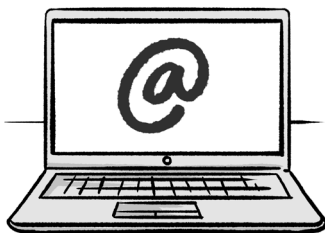
For more information



If you need more information please contact us by:



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