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## CYFLWYNIADA

**Pwyllgor** PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL

**Dyddiad ac amser  
y cyfarfod** DYDD LLUN, 21 IONAWR 2019, 4.30 PM

Os gwelwch yn dda gweler ynghlwm y Cyflwyniad(au) a ddarperir yn y Cyfarfod Pwyllgor

8 **Cyflwyniadau** (*Tudalennau 3 - 36*)

Mae'r dudalen hon yn wag yn fwriadol

# Single Person Gateway Overview CASSC - Jan 2019



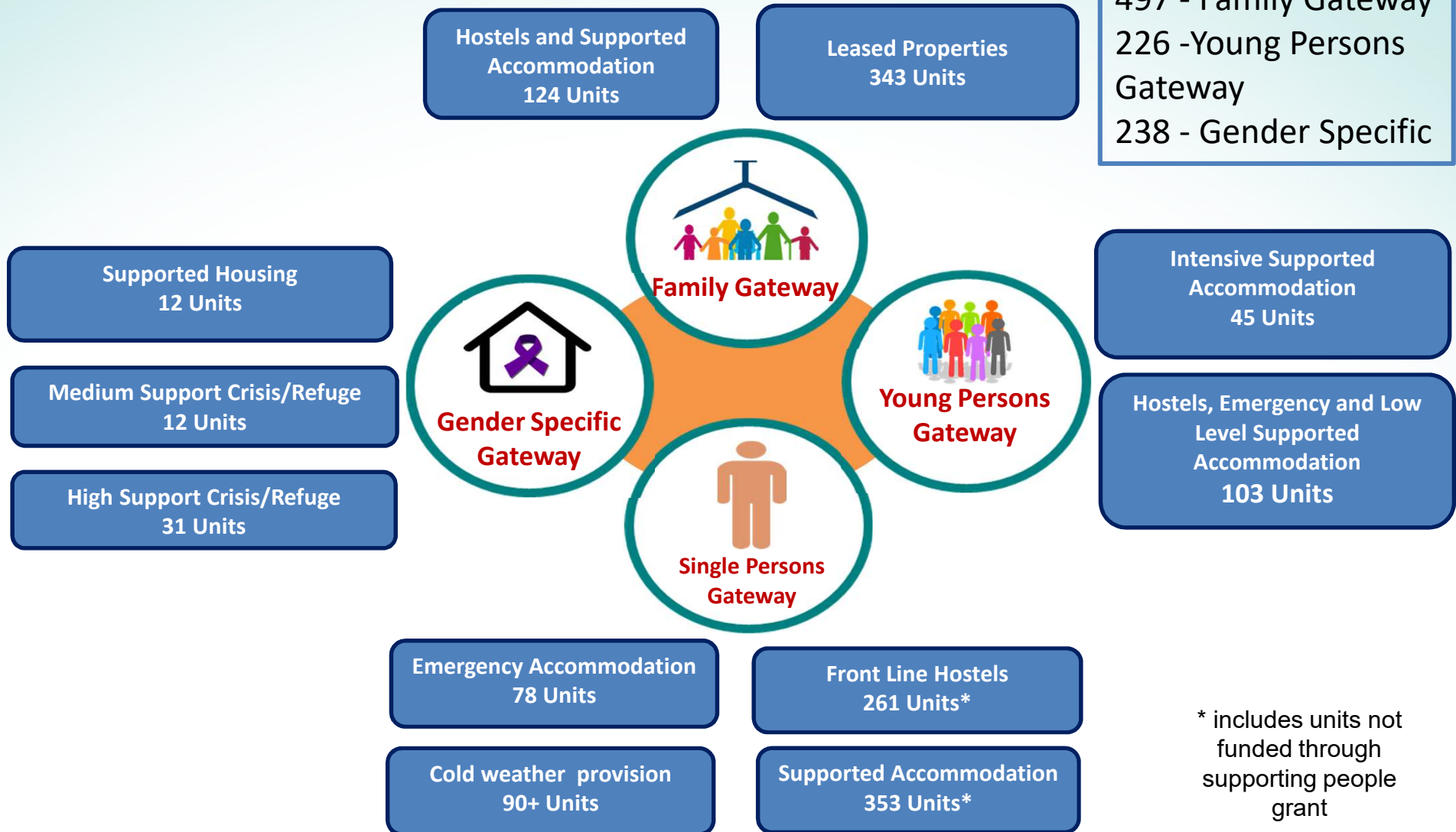
# Temporary & Supported Accommodation

The Single Person Gateway is one of 5 gateways into accommodation – a joined up partnership approach.

## Number of clients housed 2017/18

1409 – Single Persons Gateway  
 497 - Family Gateway  
 226 -Young Persons Gateway  
 238 - Gender Specific

Tudalen 4



\* includes units not funded through supporting people grant

# Accessing the Single Person Gateway

## Access

- Accessed through to Housing Options Centre or via Outreach / Partners (Rise , Asylum & Refugee Support Team)
- Out of hours – co-ordinated through Tresillian / Huggard (assessed following day)
- Following assessment of client's support and risk information – normally placed in Frontline accommodation.

## Move on

### Second Stage Accommodation

- Support provider/Agency completes Supported Accommodation Assessment Form (SAAF)  
Decision is made by HOC team to identify most appropriate accommodation
- Placement will be provided when available , subject to waiting lists/clients priority

### Private Rented Sector pathway

- Bond and Rent in Advance assistance provided at Housing Options and Huggard
- Some providers operate move on schemes – YMCA / UWHA(Oak House)

### Social Housing pathway

- Preferential banding given but supply is limited

# Single Person Gateway - Emergency accommodation

Tudalen 6

Type	Scheme	Description	Number of Individual /units
Shared spaces	Floorspace Ty Tresillian Huggard Hostel	Sleeping mats in a shared space within the Huggard and Tresillian hostels, with support provided overnight.	12 12
	Wallich Nightshelter	Shared rooms accommodating 2-3 people for emergency overnight stays.	12
	Council TY Nos Nightshelter	Shared rooms accommodating 2-3 people for emergency overnight stays.	10
	Individual units	The Wallich Sir Julian Hodge E-Bed hostel	Emergency overnight stay in a small room in Sir Julian Hodge hostel
YMCA Ambassador Pods		Self-contained units within one shared room	3
Emergency beds		Individual emergency beds in own room for up to 28 days	2
Ty Tresillian Cabins		Self-contained units with support as needed from Ty Tresillian hostel. Clients can stay longer-term if needed.	3
Pods Ty Tresillian Huggard hostel		Small self-contained units for emergency overnight stays.	13 8

To open shortly:

- 11 additional spaces in Wallich Nightshelter
- 8 Additional pods in Huggard Hostel



# Single Person Gateway- Front Line Hostels

Tudalen 7

Type	Scheme	Description	Number of Individual /units
High support needs	Ty Tresillian (Cardiff Council)	24 hour supported hostel providing ensuite rooms, 2 rooms can accommodate couples and 2 are adapted and accessible. The hostel accommodates clients with complex support needs who may have considerable risk factors.	24
	Huggard Hostel	The hostel is staffed 24 hours and a high level of support is provided. All 22 rooms are en-suite, 2 of these rooms can accommodate couples	22
High-Medium level support needs	The Walk (Cardiff YMCA)	81-bed hostel providing advice and support to those with medium- high support needs. The hostel is fully catered and rooms have shared bathrooms. All residents are allocated a support worker and support is tailored to individual need	81
	Ty Gobaith (Salvation Army)	The hostel is staffed 24 hours a day and provides a range of half board rooms and self-catering rooms.	47
	Sir Julian Hodge (The Wallich)	24 hour staffed hostel, all rooms are self-catered and with a shared bathroom. 5 of the rooms can accommodate couples. Residents can access support 24/7 if needed.	25
Low level support needs	Ambassador Hostel (Cardiff YMCA)	Low-level support provided for clients nearing independent living.	35
	United Welsh Oak house Hostel	Hostel for clients with low support needs who are close to independent living. A PRS scheme is in operation where clients are assisted to find suitable private accommodation and employment.	27



# Single Person Gateway- Second Stage Accommodation

## Low- Level Support Projects

<b>Mixed support needs</b>	Huggard Houses	Visiting support provided to 3 shared houses in the community. Support is offered around life skills and finding accommodation.	9
	United Welsh Prep Houses	Visiting support is provided to 5 houses in the community (4 houses have self-contained flats. 1 property offers shared facilities).	19
	Llamau	Self-contained flats for women, visiting support provided.	4
	CC SAIL	Self-contained Cardiff Council flats, visiting support provided.	7
<b>Mental health</b>	Cardiff Mind	Self-contained flats in the community, visiting support available 9-5	4
	Hafod Care	Shared houses in the community, visiting support available 9-5	22

## Mixed Support Needs- Medium & High Level Supported Projects

<b>Medium level support</b>	Huggard Houses	11 shared houses in the community, including one female only house. Visiting support provided	35
	Wallich Riverside	Large shared house for clients at risk of offending and willing to engage in employment, training and volunteering. Visiting support provided.	8
<b>High level support</b>	Council – Supported Accommodation	Self Contained Flats with 24hr on site presence (includes rough sleeper project).	43*
	Llamau Ryder Street	5 bed hostel for women only, support provided 24hrs.	5
	Gwalia Janner House & Teal Street	Janner House provides eleven units of 24 hour staffed accommodation to service users within self-contained flats.	11 9

## Mental Health- Medium & High Level Supported Projects

<b>Medium support</b>	Cardiff Mind houses	Shared accommodation in the community, visiting support available.	22
	Hafod Care	Shared houses in the community, visiting support provided.	13
<b>High support</b>	Hafod Care	Shared and self-contained properties, high level of visiting support provided to those with complex mental health issues.	15

\* Recently expanded supported housing - currently 43 flats, expanding further over coming year





# Single Person Gateway- Second Stage Cont.

## Substance Misuse/ Alcohol- Medium & High Level Supported Projects

Non-abstinence projects	Wallich Community Houses	Range of supported accommodation (24 hr staffed houses and lower level visiting support properties) for clients with dual diagnosis (substance misuse issues and mental health).	33
	Shoreline	24 hour support provided within 6 shared houses and dispersed flats. Shoreline is a non-abstinence project for clients who are alcohol-dependant or have significant issues with alcohol.	38
Dry/abstinence projects	Solas Dyfrig House/ Glan Yr Afon	Dyfrig House contains a mix of self-contained flats and shared accommodation for clients wishing to remain abstinent from substances. High-level support is provided to clients to remain abstinent, clients must agree to be breathalysed and be abstinent from alcohol and substances throughout their stay.	35
	Wallich Croes Ffin	Supported houses for clients in recovery from dependency issues, with support staff in residence during office hours. All clients accepted onto the programme will have engaged in a detoxification programme and remain abstinent for 6 weeks prior to the point of referral.	8
	Salvation Army Bridge Programme inc. Aftercare/ Aftercare House	Three stage process for clients wishing to become abstinent: 1) initial preparation and detox (room within Ty Gobaith hostel) 2) Aftercare stage (self-contained flats within Ty Gobaith hostel), Move-on stage (shared house in the community). The service is a joint partnership with the Community Addictions Unit (CAU), and the team includes a Consultant Psychiatrist as the Clinical Lead, alongside a Community Psychiatric Nurse, Specialist Support Workers and an Outreach Worker.	13

Tudalen 9



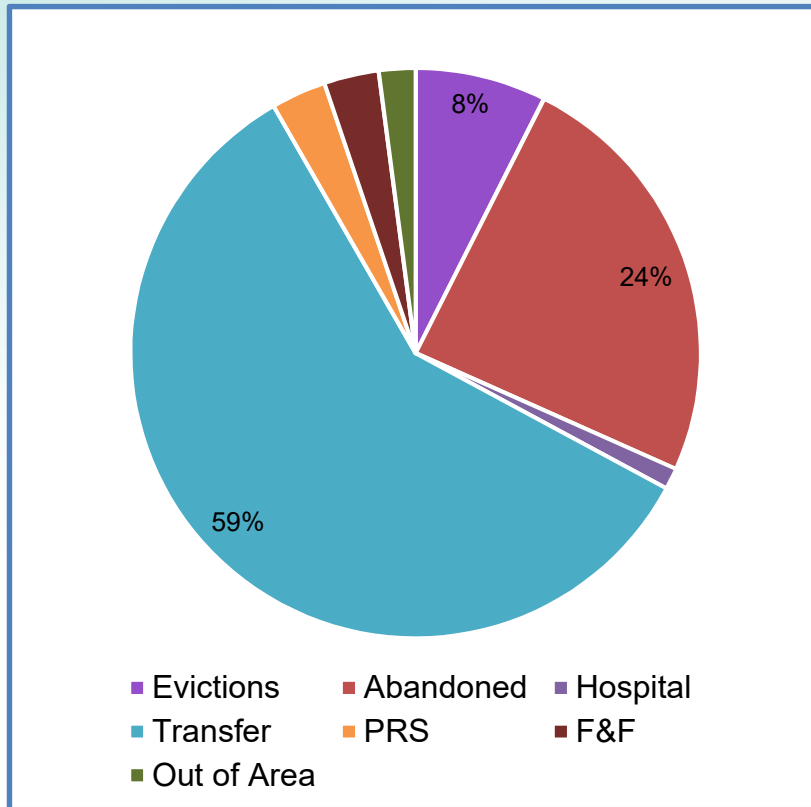
Funding: Most projects funded by a combination of HB and Supporting People, some projects operate without SP and some partners offer additional units



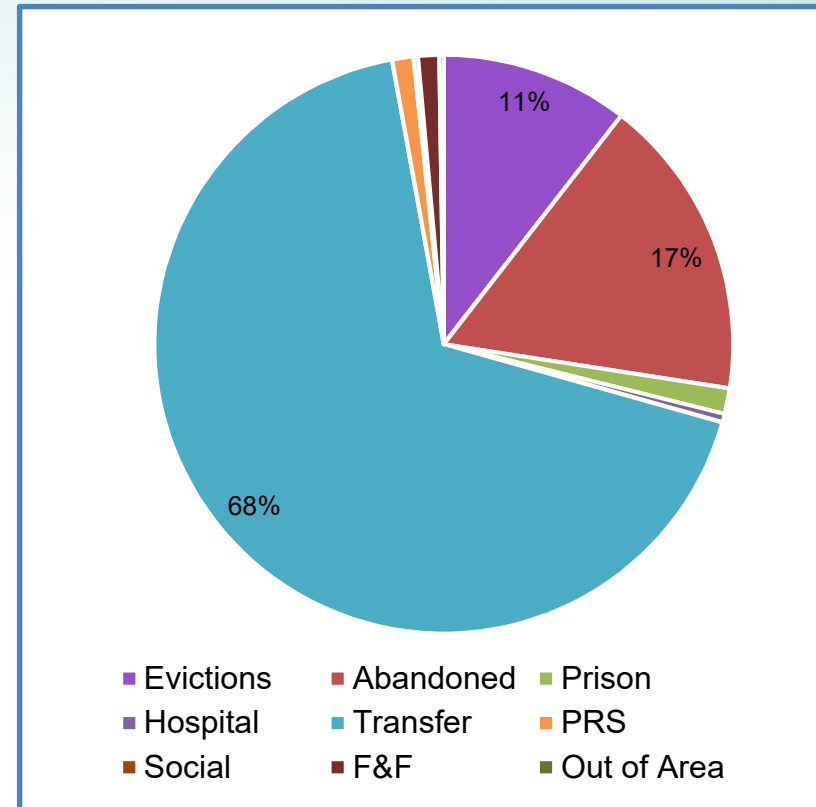
# Outcomes- moves through Single Person Gateway (01/12/17- 30/11/18):

Tudalen 10

Emergency Accommodation - shared spaces



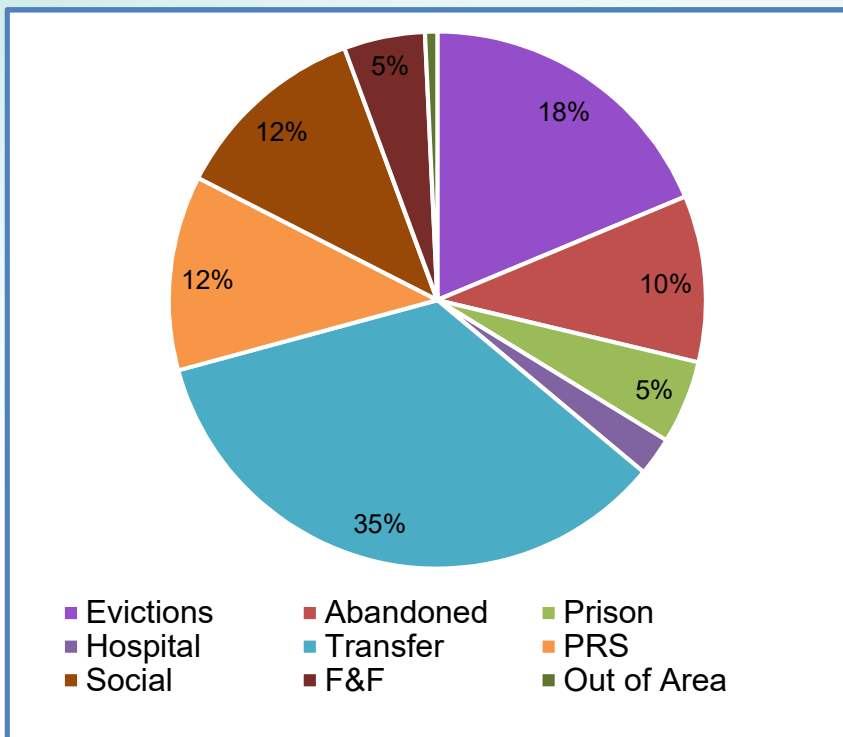
Emergency Accommodation - individual unit



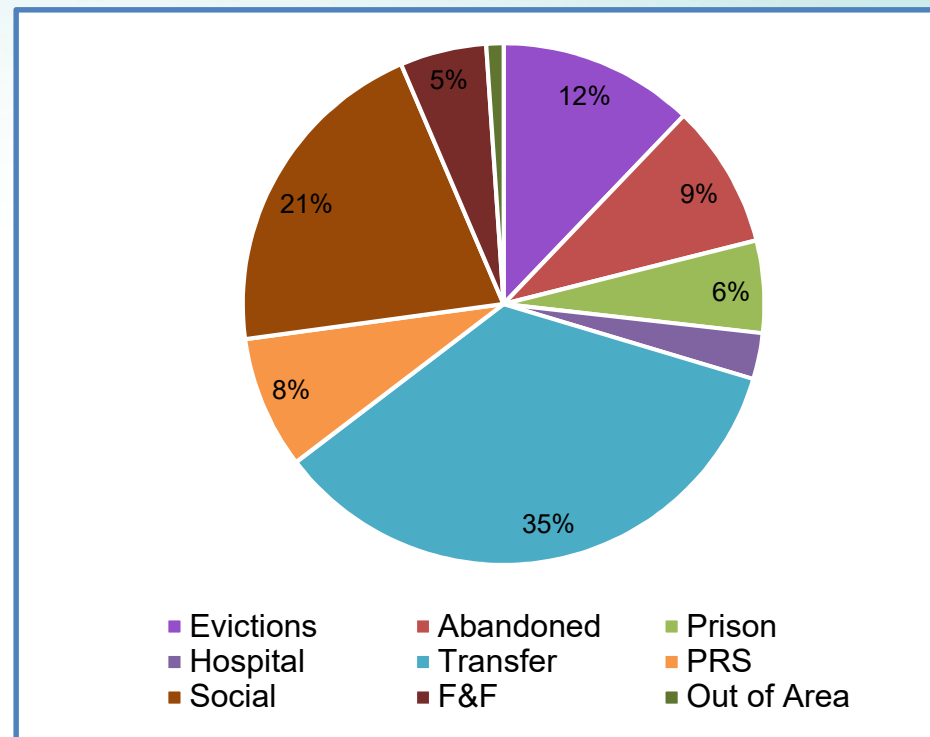
# Outcomes- moves through Single Person Gateway (01/12/17-30/11/18):

Tudalen 11

Front Line Hostel moves



Secondary accommodation moves



# Key Developments - Improving Accommodation

## Emergency Accommodation

- Direct access to bed spaces for clients identified by Outreach
- Support workers for those only accessing emergency accommodation
- More individual pods at Ty Tresillian & Huggard hostels,
- Extension to the Wallich Nightshelter
- Ty Nos – Council Nightshelter

## Supported Housing

- Council Supported housing Scheme

## Housing First

**Salvation Army** - in first year 8 individuals have settled into tenancies, with a further 3 matched to tenancy and awaiting move in next week (up to 20 units)

**Cardiff Council** - started Dec 2018 and will be working closely with the private rented sector to ensure people have a choice in where they would like to live (up to 10 units).



# New Initiatives

Many clients have **complex issues** resulting from (ACES) resulting in poor mental health and substance dependency. These clients can struggle to maintain any form of accommodation resulting in a “**revolving door of homelessness**”:

- **Strengthening Multi Agency team**
- **Homeless Advocacy Programme** pilot. Provide continuity of support both on and off the street - aim to identify triggers for evictions/abandonments, to sustain placements or support positive moves.
- **Innovative Intensive Supported Housing Projects** developed to meet identified gaps and specific needs: Compass Project /Ty Tarian
- **Training for Support Workers** – range of training offered to all partners to build the skills of support workers
- **Research** – Review of effectiveness of homeless services for those rough sleeping / in hostels



# Accommodation and Support Recommissioning

## *Single Person Gateway - Second Stage Accommodation*

Aim to take a multi agency approach

Activity	Timetable
<b>Needs Assessment - Provider / Partner / Service User Engagement</b>	<b>Spring - Summer 2019</b>
<b>Cabinet Decision</b>	<b>Summer 2019</b>
<b>Recommissioning</b>	<b>Autumn- Winter 2019/20</b>
<b>Contract Commence</b>	<b>Spring 2020</b>





# Hostel and Support Services Supporting Rough Sleepers in Cardiff

Tudalen 15



Ty Tresillian



Supported  
Accommodation



Outreach Services  
and the MDT



Housing First

## Cardiff Council – Cold Weather Plan 2018 / 19

In addition to the year round 78 emergency beds the following provision will be available during the winter on a phased basis. Update – Total of **88** spaces currently active across projects - **Average void space: 15**

<b>1<sup>st</sup> November 2017 – 31<sup>st</sup> March 2019</b>	
<b>25</b> emergency beds - Huggard <b>5</b> emergency beds - YMCA Ambassador <b>3</b> emergency beds Salvation Army <b>1</b> emergency bed Northlands (under 24 only)	<b>Total 34</b>
<b>10<sup>th</sup> December 2018 – 16<sup>th</sup> January 2019</b>	
<b>10</b> Temp Night Shelter	<b>Total 44</b>
<b>17<sup>th</sup> December 2018 – March 2019 (Confirmed)</b>	
<b>Cardiff Church's Night Shelter - 15</b> spaces each night on rota basis  <b>5</b> additional pods in Ty Tresillian	<b>Total 59</b>
<b>16<sup>th</sup> January 2019– 31<sup>st</sup> March 2019</b>	
<b>22</b> Wallich Night Shelter <b>12</b> Ty Nos <b>4</b> Glan Yr Afon <b>A further 52 spaces available if needed</b>	<b>Total 87</b>

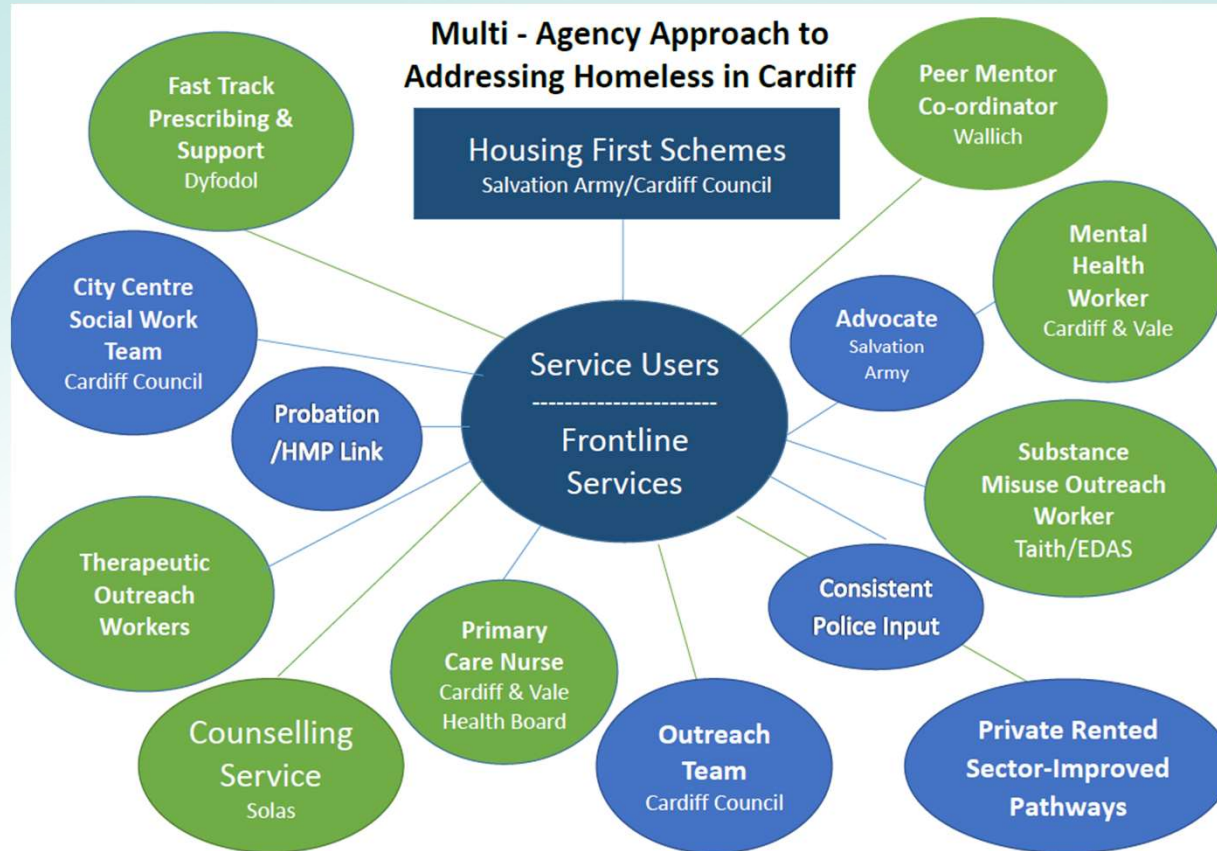


# Outreach Services

- Role is to engage with people who sleep rough and support them into accommodation and other services.
- The team works within an Assertive Outreach and Strengths based approach
- The team complete Statutory Homeless Assessments. Over 50 since September 2018. 21 Priority Need decisions. 23 ongoing.
- The team work with Rough Sleepers across the whole city not just city centre.
- Service runs on weekdays from 06:30-00:00 and 06:30-14:00 on a weekend
  
- Since December 2017 we have assisted 187 people into accommodation
- Last Week we accommodated 5 rough sleepers in one day
- In the immediate days surrounding that, 4 new people appeared on the streets
- This demonstrates the complexities of the this problem.

# Homeless is not just a housing issue...

City Centre Team Multi Agency team needs to be further developed



WG Grant funding has been achieved to extend the services in the city centre team, however this funding is temporary

The Substance Misuse Worker/ Peer Mentor started in Dec, the Therapeutic Worker starts in Jan. Mental Health worker and Advocate due to start the end of Jan With the rest of the team in place by the end of Feb/early March

# Ty Tresillian

## Homeless Hostel for Single People and Couples

- Provide accommodation to vulnerable individuals and couples who are in housing need.
- Lead support needs include mental health and substance misuse
- 24 Resident rooms
- Additional provision: 13 EOS Pods, 3 External Cabins and 15 floor space units
- Provides advice, guidance, structured support
- We provide a range of opportunities to support our clients towards a positive future. This includes Football, Gardening, Cooking, Budgeting and Accredited learning.
- During the last quarter we have had:
  - 6 positive move on's
  - 0 evictions
  - Accommodated an average of **30** people in our additional provision

# Supported Accommodation

## Accommodation for Rough Sleepers

Tudalen 20

- Supported Self-Contained Accommodation – 43 Flats
  - Incorporates 12 Rough Sleeper Project Flats
  - New Support Team
  - All occupants formerly rough sleeping
  - 15 people have accessed since April 2018
  - 85% maintaining their accommodation and engaging with support
  - Also, SAIL Project – 5 units with 85% success rate and no evictions in last 4 years
- 
- Ty Nos (Night House)
  - Offering shared accommodation during Cold Weather
  - Weekly referrals made to this project
  - Opened on 16.1.2019
  - Offers 12 bed spaces solely for rough sleepers
  - Referral route through Outreach Services

# Housing First - Pilot

- Since October 2018 Cardiff Council has been piloting a Housing First Scheme utilising the Private Rented Sector.
- An evidence-based approach, which uses stable housing as a platform to enable individuals with multiple and complex needs to begin recovery and move away from homelessness.
- Building productive relationships with landlords
- Providing intensive holistic support to clients
- Currently have 4 clients engaging with support
- 2 currently in independent accommodation
- 2 with flat viewings in the near future
- Looking to expand over the coming months.

Mae'r dudalen hon yn wag yn fwriadol

# Salvation Army Cardiff

## REGIONAL TEAM

Yvonne Connolly – Regional Manager

Emma Paynter – Assistant Regional Manager



## WHAT WE DO

TSA delivers a wide range of services across UK and Ireland working to prevent, relieve and support people out of homelessness including

- **Single accommodation-based services,**
- **Floating support services,**
- **Day and night shelters,**
- **Rough sleeper outreach,**
- **Specialist Young Person Homelessness Services**
- **Community homelessness drop-ins**
- **Resettlement services,**
- **Drug and Alcohol Rehabilitation Services**
- **Family homelessness services**
- **Housing First**
- **Complex Needs Services**



Tudalen 25

Ty Gobaith &  
Bridge Treatment  
Programme

Northlannds

Partneriath Floating  
Support

EEA/Reconnection/  
Bus Project

Housing First

Salvation Army  
Cardiff

# Ty Gobaith Lifehouse

- Tŷ Gobaith provides tailor-made services to its residents, to meet their needs and support them in making a positive change.
- 72 Single Homeless Beds including
  - **15 Bed Bridge Programme** - specialist onsite treatment and detox programme – Award winning partnership with CAU & **only one in Wales**
  - 4 Bed **Complex Needs Unit**
    - Specifically working with entrenched rough sleepers/those not sustaining current hostel system
  - 8 Bed Community House Resettlement Programme
  - 2 Bed “Pod” back to work programme
  - 4 NRPF “Pod” Programme
  - **Award winning onsite accredited college delivering range of specialist ETE skills/positive use of time programme**

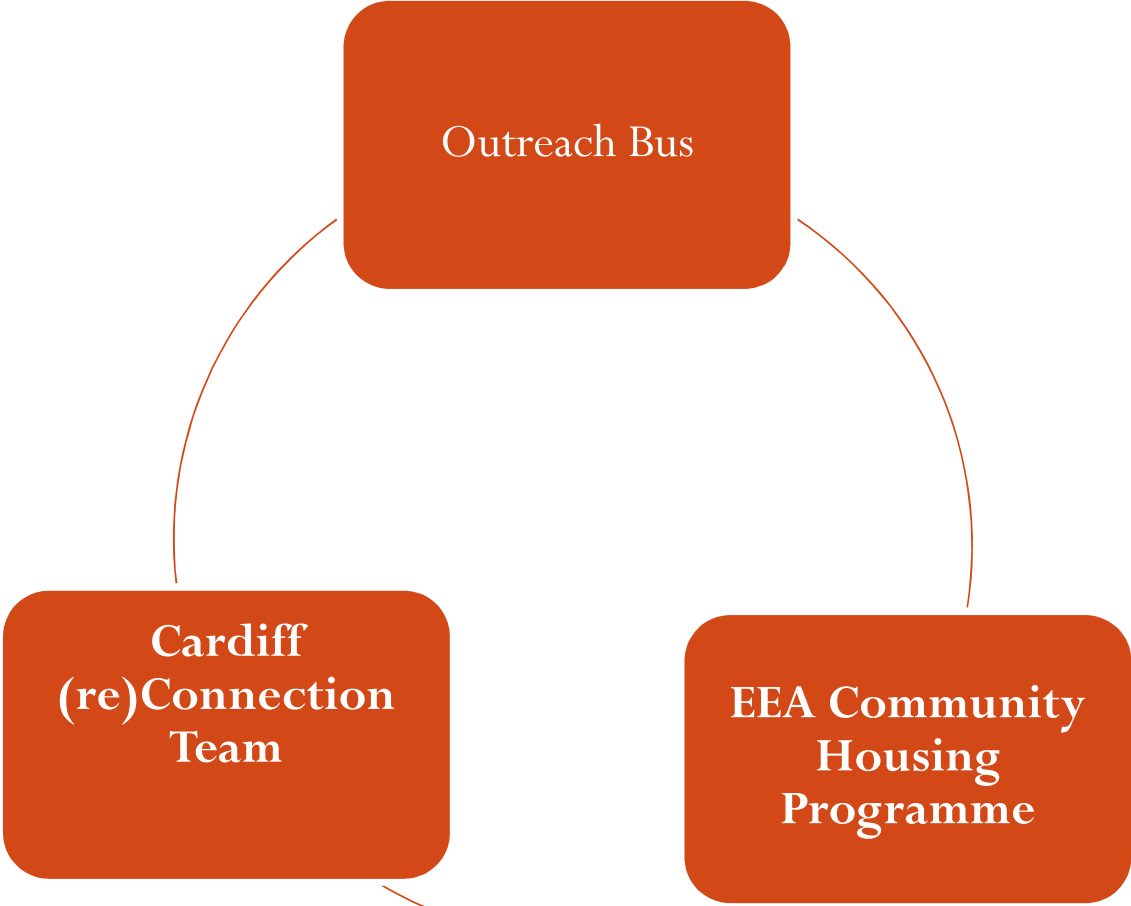
# Northlands Young Person Service

- The centre is a purpose built 26 bed specialist Lifehouse offering tailor made support for young people aged 16 -21years.
- Centre underpinned by an **asset based approach** to working with YP focussed on **Prevention**, Early Intervention and Long Term **Sustainability**
  - 70 - 75% positive move\*
  - In house mediation & respite project - **focussing on healthy relationships** with family and return homes where appropriate
  - In house Positive Pathways Coach (learning and development) with over **70% of YP engaged with ETE activities**
  - Calais Intake – extending to working with young asylum seekers

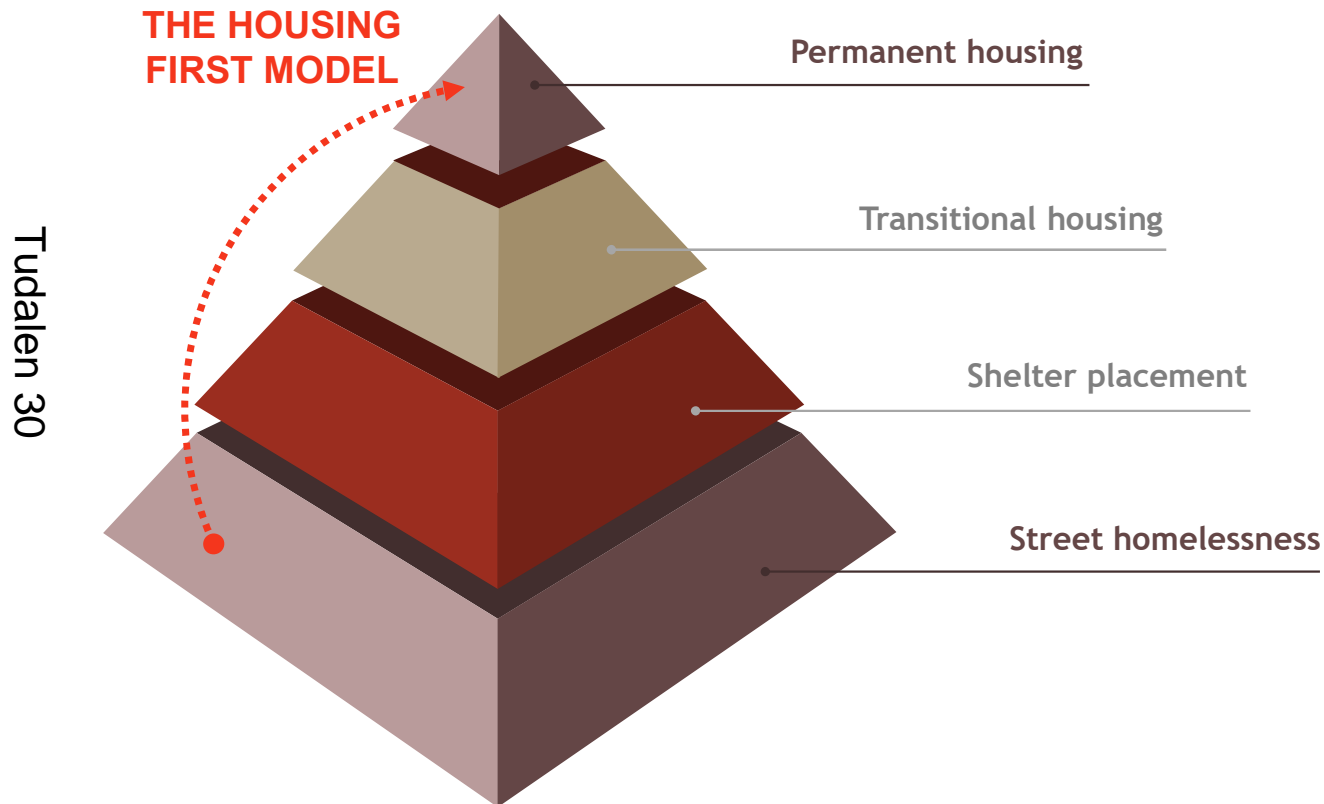
## Partneriath Community Support Service (Floating Support)

- The Salvation Army was awarded the prime contract in partnership with United Welsh to deliver Floating Support to over 300 units in Cardiff in April 2017
- Modelled on and delivering a **true homelessness prevention service** - helping people stay in both their homes and communities in Cardiff
  - **91% of people leave with full support needs met**
  - **94 individual cases prevented from homelessness (last quarter!)**
- Delivered through a **12 week tailored support package** - encompassing everything from financial management to mental health and wellbeing.

# Cardiff Outreach Services



# Cardiff Housing First



Founded on the RIGHT to a home

## Core principles

- People have a right to a home
- An active engagement approach is used
- Flexible support is provided for as long as it is needed
- Housing and support are separated
- Individuals have choice and control
- The service is based on people's strengths, goals and aspirations
- A harm reduction approach is used

# Housing First Statistics

One year on

## Cymorth Homeless Prevention Award Winner 2018



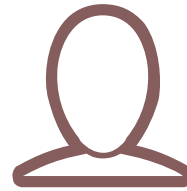
### Engagement

On average clients engage with the team for around **4 months** from first conversation to allocation of property



### Support

On average clients get **14 hours** of face to face contact a week once they are in a property.



### Outreach

On average clients get **3 hours per week** whilst on outreach, which can include staff attending the breakfast run, bus project etc



### Properties

**11 people** are now in accommodation

Different types of accommodation to reflect choice, control and local reality.

## Housing First Outcomes & Impact

Tudalen 32

**100%**  
OF CLIENTS

Have maintained their property

**100%**  
OF CLIENTS

Engaged with Housing First Service have successfully gone on to be resettled into accommodation of their choice

**100%**  
OF CLIENTS

Have engaged with harm reduction support in relation to substance use, mental/physical health concerns.

**100%**  
OF CLIENTS

Have successfully worked with the team to reduce presentations to A&E and recordings of ASB to 0 since moving into their accommodation



# Salvation Army Cardiff Service Delivery Commitments



All delivery models underpinned by individual choice and control.



Services will work to listen, empower and develop the strengths and talents of all those who need our support



Professional workforce - all staff approach underpinned by principals of Trauma Recovery Model and PIE



A consistent person centered approach to support across all services , providing an assertive and flexible model to meet individuals needs



Working with key partners to design, lead and implement effective collaborative delivery models seeking to prevent homelessness at all times



Monitored outcomes - Learning from learning. Sharing our learning.

# Salvation Army Cardiff

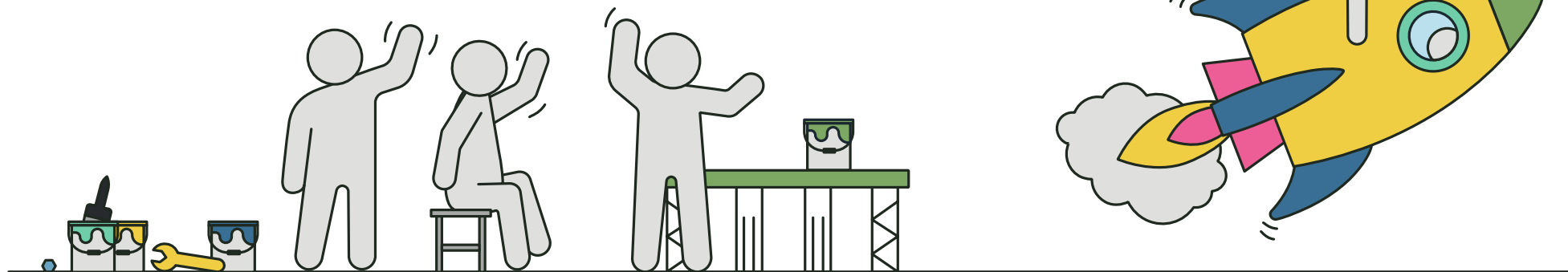
## Challenges - current and future

- Financial/sector sustainability - is this role modelling the characteristics we are asking others to live by?
- Need for long-term commissioning strategy to improve stability for people using the services and providers;
- Need for stronger joint-working protocols and processes between providers/portfolios.

## Looking ahead

- Developing existing services - taking a strengths based approach and developing best practice
- Working together with Cardiff to deliver a ground breaking city MDT case management approach
- Workforce Development - develop and upskill staff in trauma informed approaches to working with people with experience of homelessness, as well as those with multiple and complex needs.
- Complimenting and developing the “alternatives” through the strengths in our existing frameworks (HF, Complex Needs etc)

Take Stock



# Questions

Thank you

Mae'r dudalen hon yn wag yn fwriadol