

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**



Salvation Army
Cardiff

Ty Gobaith &
Bridge Treatment
Programme

Northlannds

Partneriath Floating
Support

EEA/Reconnection/
Bus Project

Housing First

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**

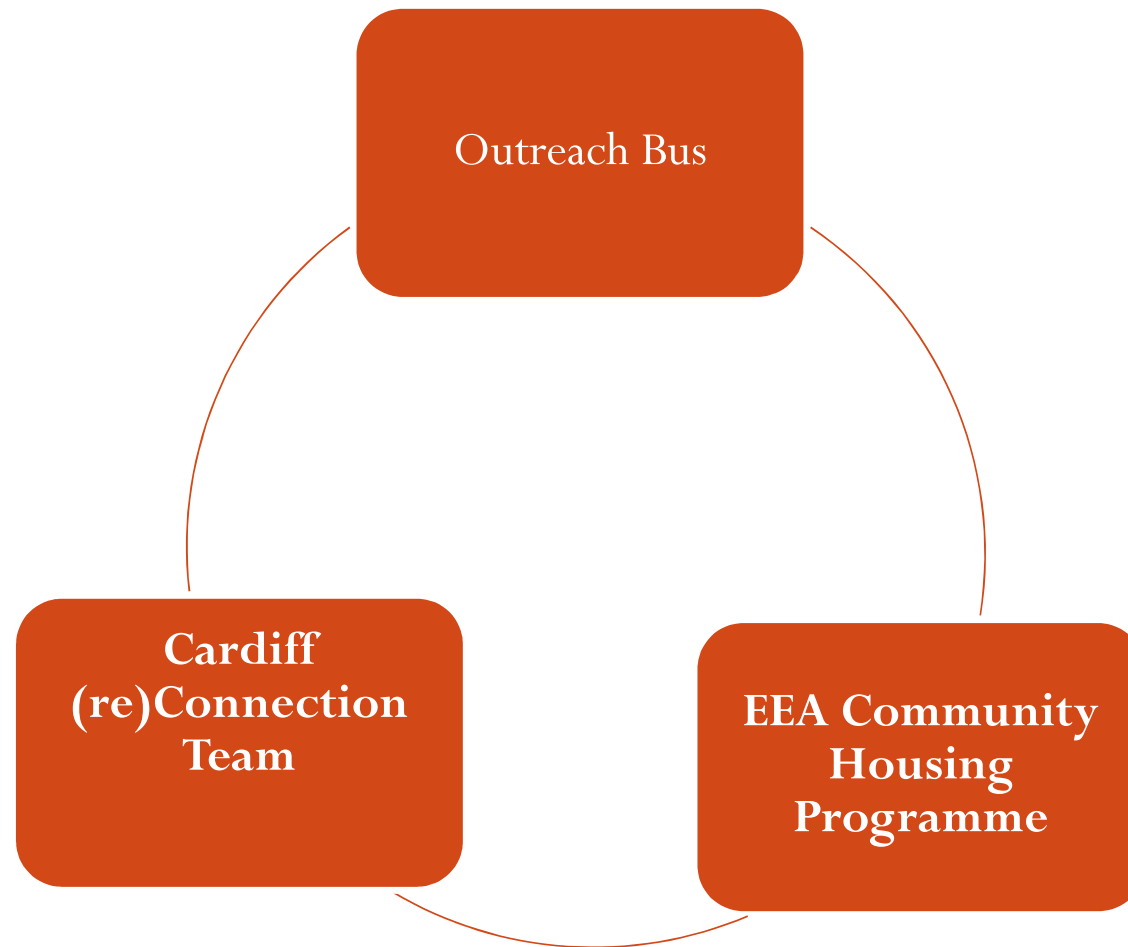
Northlands Young Person Service

- 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

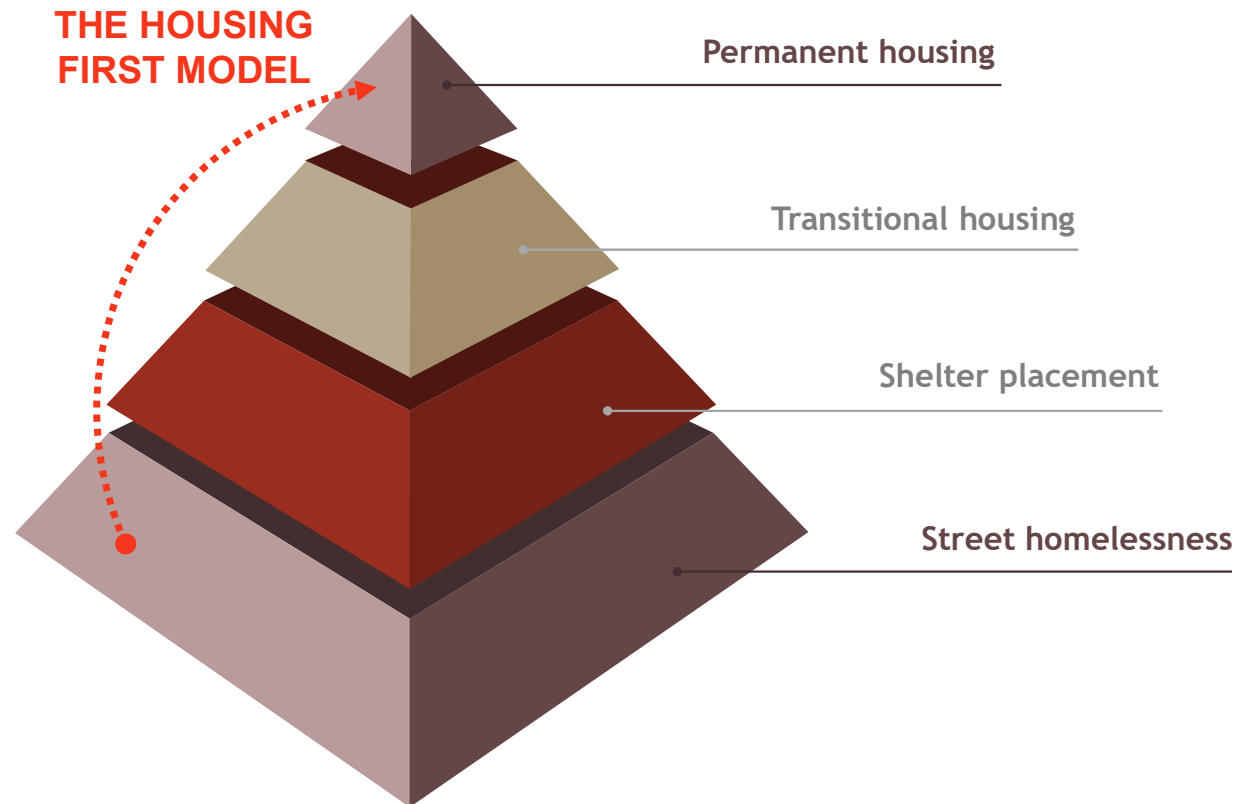
Partneriath Community Support Service (Floating Support)

- 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



Have maintained their property



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



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



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

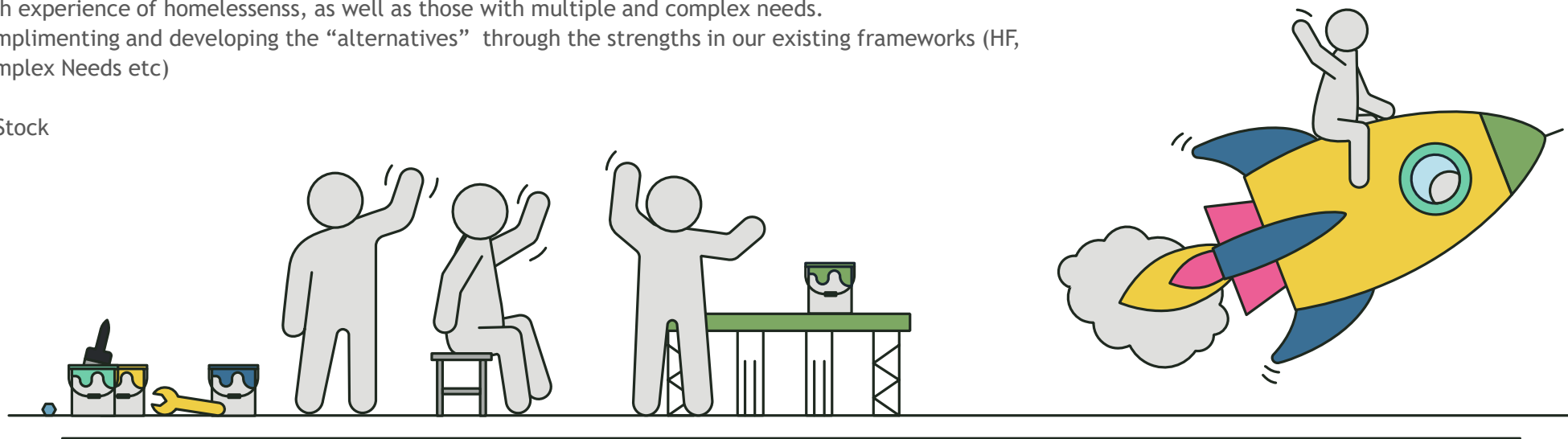
Challenges - current and future

- 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