

# Salvation Army Cardiff

## REGIONAL TEAM

Yvonne Connolly – Regional Manager

Emma Paynter – Assistant Regional Manager

**Slide 1**

---

**TN(1**

Tomic, Naomi (Scrutiny), 23/05/19



## 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**

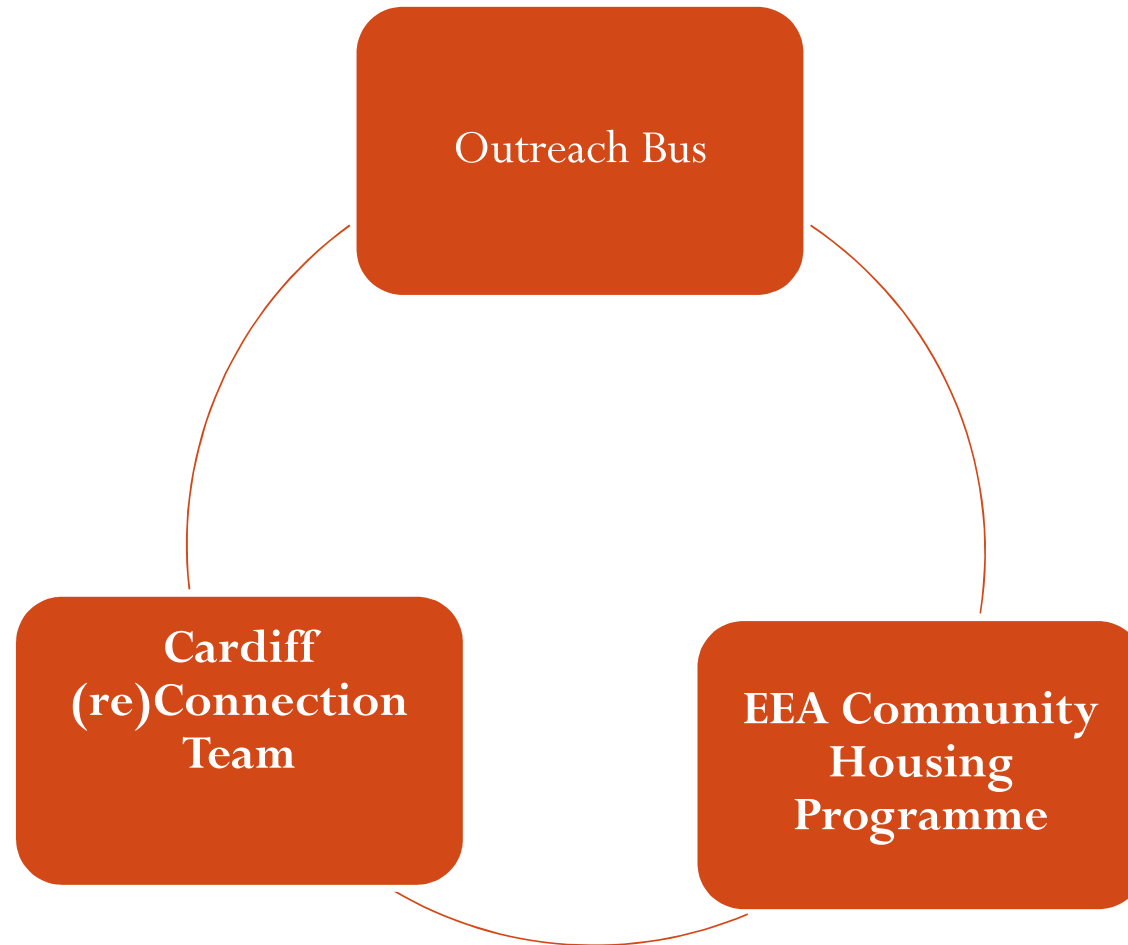
# Northlands Young Person Service

- 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)

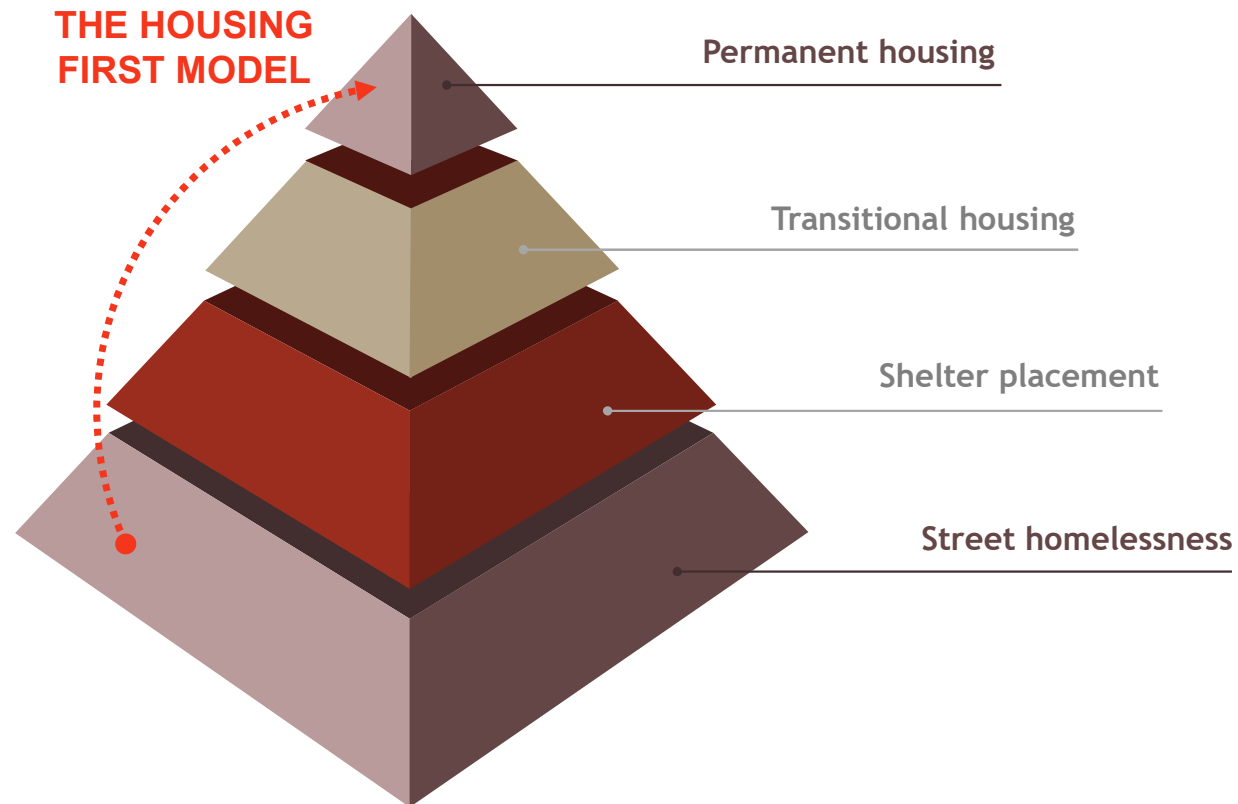
- The Salvation Army was awarded the prime contract in partnership with United Welsh to deliver Floating Support to over 300 units in Cardiff in April 2017
- Modelled on and delivering a **true homelessness prevention service** - helping people stay in both their homes and communities in Cardiff
  - **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



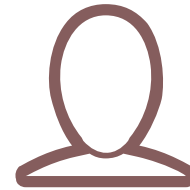
### Engagement

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



**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

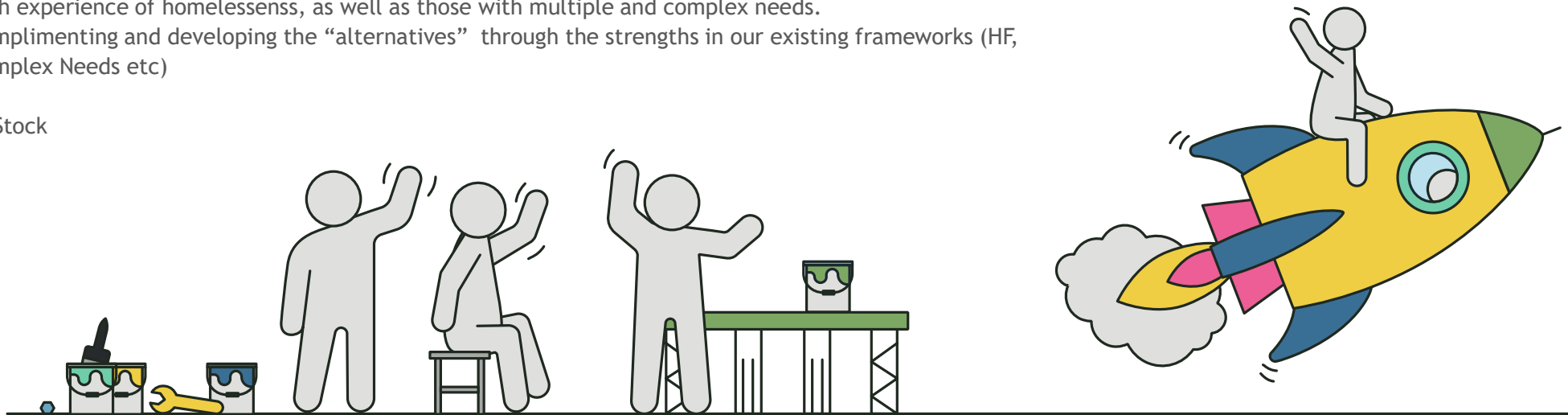
## Challenges - current and future

- 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