

Cardiff Council's Support for Rough Sleepers

Ensuring that Everyone Receives the Right Help and Support

There are a number of ways in which those who are experiencing homelessness can access the advice and support they need. Cardiff's Housing Help Line is the first point of contact for people who are homeless or at risk of becoming homeless. The phone line offers general housing advice as well as providing specific advice with issues surrounding homelessness, including the initial setting up of advice interviews, communicating updates between the Housing Options Centre staff and customers, and signposting to partner teams. In 2022/23 over 58,000 calls were received via the Housing Helpline.

Preventing Homelessness Wherever Possible

Our primary focus remains in providing timely support at an early stage so that we can stop households from becoming homeless in the first instance. The Housing Solutions Teams and Homeless Prevention Teams have been fully aligned and are now part of the Advice Service. The new team commenced face to face Prevention appointments to support those at risk of homelessness across Community Hubs at the end of January 2023. In February 2023, Prevention Officers carried out 240 face-to-face appointments, supporting people facing potential eviction from their homes.

The Prevention Team are now providing face to face support from 12 Community Hubs, including Central, Ely, St Mellons, Powerhouse, Butetown, Llandaff North and Llanishen; and have reduced the waiting time for an appointment down from over a month, to just 6 days. Ongoing work is being carried out to reduce this further.

555 people were being supported by officers at the end of February. 68% of these were seeking support after being given a Notice to Quit by their private landlord.

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In February 2023, the team prevented 83% of cases from being passed through to Temporary Accommodation, by saving tenancies and finding other suitable, affordable accommodation.

In 2022/23 a new rent arrears pathway was created and a wide-reaching publicity campaign was developed to promote it. 1,294 tenants who were struggling with rent arrears were provided with financial assistance and practical support preventing them from being evicted.

Homeless Assessment Team

Cardiff Council takes a multi-agency assessment approach, working with partners to understand an individual's underlying issues and ensuring that they receive the accommodation and support appropriate to their needs.

The Homeless Assessment team undertake assessments with those who find themselves homeless, either over the phone or in our Hubs. The team is now also providing targeted support to families in their homes. This is particularly helpful for cases where homelessness may be prevented through mediation such as through a family breakdown, or in assessing home conditions such as suitability or overcrowding. The team is now actively engaging with the community and offering these households advice on the services available to them and providing practical assistance to help alleviate their situation.

Number of People Accessing Homelessness Services

The following table provides information on those presenting to the homelessness service in 2021/22 and 2022/23 and shows the increase in demand.

	2021/22	2022/23	% Increase
Number of Applications / Referrals	6,701	7,092	5.8%
Number of homelessness assessments completed	4,215	4,588	8.8%
Number of households found to be "at risk" of homelessness.	1,695	2,006	18.3%
Number of households found to be "Homeless on the Day".	1,645	1,662	1%

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Number of Households found to have no homeless duty owed.	876	920	5%
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Managing Waiting Lists

As at 1st March 2023 there were 7,706 households on the Cardiff Housing Waiting List. 663 of these were regarded as homeless.

The service also operates waiting lists for those individuals that it knows will become homeless in the future and will require Temporary Accommodation. As at 1st March 2023, a total of 308 households were waiting to access Temporary Accommodation. This included 97 families, 143 single people, and 68 young people.

Providing Temporary Accommodation

The Council provides a wide range of temporary accommodation to homeless clients. This is grouped into three types of accommodation controlled through the Accommodation and Support Gateways; the Family Gateway, Single Person's Gateway and Young Person's Gateway.

Although the Gateways are roughly grouped by demographic categories, they do not have strict referral criteria and clients are placed in the accommodation that best suits their particular needs. For example, some single people may be placed within Family Gateway accommodation if this best meets their requirements, for example if someone is disabled and requires an adapted property.

As at the 1st March, there were **1,448** units of temporary and supported accommodation across three accommodation and support gateways. This figure excludes rooms being utilised at the OYO and other ad hoc hotels.

Family Gateway

There are **491** family accommodation units. These are broken down in the following table:

Type of Accommodation	Number of Units
Greenfarm Hostel	33
Nightingale House	26
Ty Enfys	21

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Barnardo's Cardiff Young Families Accommodation	6
Hafan	9
Briardene	38
Baileys Court	33
Yr Hafan (Gasworks)	48
Other Units	9
Homeless Leasing Scheme	204
Temp2Perm (Leased)	64
Total	491

As at 1st March 2023, 464 of these units were occupied. 23 properties were not available for occupation as they were undergoing repair work, this includes 11 within Baileys Court. There were 4 properties available for families to be placed in.

Single Persons Gateway

There are **784** units of Single Person accommodation. These are broken down in the following table:

Type of Accommodation	Number of Units
Single Assessment Centre	19
Emergency Overnight Stay	
Huggard EOS	20
Ambassador EOS	5
Sir Julian Hodge EOS	6
Ty Gobaith EOS	4
Tresillian EOS	13
Out of Hours Accommodation	24
Cargo House Isolation Units	12
Total EOS	84
Low Support Needs	
YMCA The Walk	81
YMCA The Ambassador	36
Ty Countisbury	16
Ty Casnewydd	42
Total Low Support Needs	175

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Medium Support Needs	
Oakhouse	28
High & Complex Needs	
Adam's Court	103
Litchfield Court	50
Ty Tresillian	24
Huggard	20
Ty Gobaith	46
Sir Julian Hodge	25
Ty Ephraim	89
Total High & Complex Needs	357
Move On Accommodation	
Croes Ffin	9
Ategi - Ty Cornel	6
Janner House/ Teal	20
Huggard	9
Hafod	18
Mind	4
Llamau - Hamilton Street	4
Salvation Army Bridge Project (Prep & Detox)	10
Salvation Army Bridge Project (Aftercare)	5
Llamau - Ryder Street	5
Pobl - Dyfrig / Glan Yr Afon	27
Compass Project	4
Total Move On	121
Total Units	784

As at 1st March 2023, **766** of these units were occupied. 9 properties were not available for occupation as they were undergoing repair work. There were 9 properties available for single people to be placed in - 4 of these were in the Cargo House Isolation Pods and 4 were in Move on Accommodation.

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Young Person's Gateway

There are **173** units of young person's supported accommodation, operated by Llamau and The Salvation Army.

Project	Units
Llamau	64
The Salvation Army	109
Total	173

As at 1st March 2023 all units were occupied.

Use of Hotels

As at 1st March 2023, in addition to those staying temporarily in our accommodation gateways, there were also 41 homeless households staying at the OYO hotel and a further 48 households were residing in other ad hoc hotels rooms in the city.

Cardiff Council has recently agreed to lease a larger hotel in the city in which a number of homeless families will now be able to be temporary accommodated, allowing a move away from the use of ad hoc hotel spaces.

Providing Specialist Pathways

In addition to our main accommodation and support gateways, there are other pathways that support homeless clients with specific needs.

Refugees - A high number of households in Cardiff become homeless as they move on from accommodation provided by the National Asylum Support Services (NASS) following a decision on their case. Improved communication between the Council and NASS accommodation providers has ensured more clients receive timely help.

Prison Leavers - Cardiff Council works closely with the Probation Service and Prisons in relation to prison leavers. A specialist Prevention Officer manages and co-ordinates the housing pathway for any prison leaver who is likely to be homeless on release from prison, ensuring the correct help and support is available to them.

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Hospital Discharge - Cardiff Council operates two hospital discharge pathways – one for mental health and one for physical health. Resettlement Officers based in hospitals are focussed on ensuring timely discharge from hospital whilst preventing homelessness where possible.

Addressing Complex Needs

Many single homeless people have complex needs, including co-occurring mental health and substance dependency, and they require intensive support as well as good quality accommodation. Often these individuals find it difficult to engage with mainstream services. Cardiff Council has worked in partnership to develop a range of services to meet this need.

Single Assessment Centre

The Single Assessment Centre supports single people with complex needs, including rough sleepers. Multi agency services are provided on site, together with good quality self-contained accommodation. The Centre provides the homeless individual with a period of stability, and the right professional support to fully understand their ongoing support needs.

In 2022/23, 779 presentations were made to the Assessment Centre. 246 individuals completed a Wellbeing Assessment.

Targeted Outreach Team

The Targeted Outreach Team, a partnership between Cardiff Council, the Wallich and Salvation Army, are on the street daily from 7am until 10pm to engage with people who are rough sleeping. Due to the nature of many clients, engagement can be difficult, and the team keep on trying to connect with the client and support them into accommodation. In 2022/23 92 rough sleepers were supported into accommodation by the team.

All staff are fully trained and complete Wellbeing Assessments providing clients with access to services based on need. Health and support requirements are also considered, ensuring onward referral into suitable services such as the MDT. The priority is to get people into accommodation as quickly as possible so that their support needs can be better addressed.

The Outreach Team also receive referrals directly from the public. Once a new rough sleeper is identified, the Outreach Team will approach them and offer support and conduct a dynamic assessment of need to establish immediate

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actions to support them into accommodation. Each individual is allocated a Case Co-ordinator who undertakes a holistic Wellbeing Assessment which can be used to identify support needs, required interventions and identify the suitable pathways into housing.

The service is taken directly to the individuals and therefore the Wellbeing Assessment can be carried out with the person in their place of rough sleeping, within the Single Assessment Centre or within any of the supported accommodation units.

Multi-Disciplinary Team (MDT)

The Outreach Team are supported by the Multi-disciplinary Team (MDT) which brings specialist help to the client on the street. The MDT consists of an extensive range of skilled professionals from different organisations including:

- Substance misuse workers,
- counsellors and therapeutic workers,
- GPs, nurses (mental health and primary care) and dieticians
- specialist social workers and occupational therapists.
- Rapid access prescribing service for substance dependency.

The team provides a comprehensive accessible service for people sleeping rough and hostel residents with complex needs, breaking down organisational and professional barriers, with a clear focus on individual need. The overall objective of the MDT is to address underlying needs that have led to homelessness.

Complex or co-existing issues can often contribute to a harmful cycle of multiple exclusions from services and movement between rough sleeping, hostels, prison or hospital. The team provides a service that wraps around people, breaking down organisational and professional barriers, with a clear focus on the individual.

The MDT are currently working with 659 individuals. Some further details about the clients currently engaging with the MDT are found in the following table:

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Referrals to MDT last 4 weeks	Number of referrals accepted	Number of people currently receiving counselling	Number of people currently open to the Mental Health team in MDT	Number of people currently on RAPS (Rapid Prescribing Service)	Number of people open to MDT in supported accommodation working with the Into Work Service	Individuals referred to or currently in rehabilitation in last month	Occupational Therapy Assessments completed this week	HEP C tests carried out by Help C Trust	Young Persons MDT Caseload
40	34	99	34	47 (5 out of treatment and not engaging so 42 engaged and on treatment)	86	2 x entrenched women working with Specialist Female Workers in MDT have just completed ward detox and now moving to Brynawel for 16 week rehabilitation programme. On completion both individuals will move into Housing First	5 – mainly to support move in to the Blue Dragon scheme	42 (in one day at Adams Court). This is the most ever achieved by Hep C trust in one day and was done thanks to partnership working with Adams Court. plans to carry out next testing at the Single Assessment Centre	40 at risk young people now on the caseload and being supported by the new specialist team

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Reconnection Service

Cardiff Reconnection Service, delivered by the Salvation Army, assists individuals without a local connection, who are rough sleeping or are at risk of rough sleeping, to return in a planned way, to an area where they have accommodation, support networks or some other connection.

The key aim of the project is to seek to reduce people travelling between areas to rough sleep and avoid perpetuating street homelessness. This is achieved through securing a planned and structured transition back to the client's home area or mediating a safe return to accommodation with family and friends.

The project also provides a variety of safeguards for rough sleepers, individuals who are vulnerable, and those who present with indeterminable connection to any area. These safeguards include:

- The ability to informally challenge and request re-evaluation of local connection decisions, made by Cardiff Council
- A structured waiver request process, whereby the Reconnection Service develop a written case to demonstrate an individuals' vulnerability and make specific request for that individual to remain within Cardiff, for exceptional reasons.

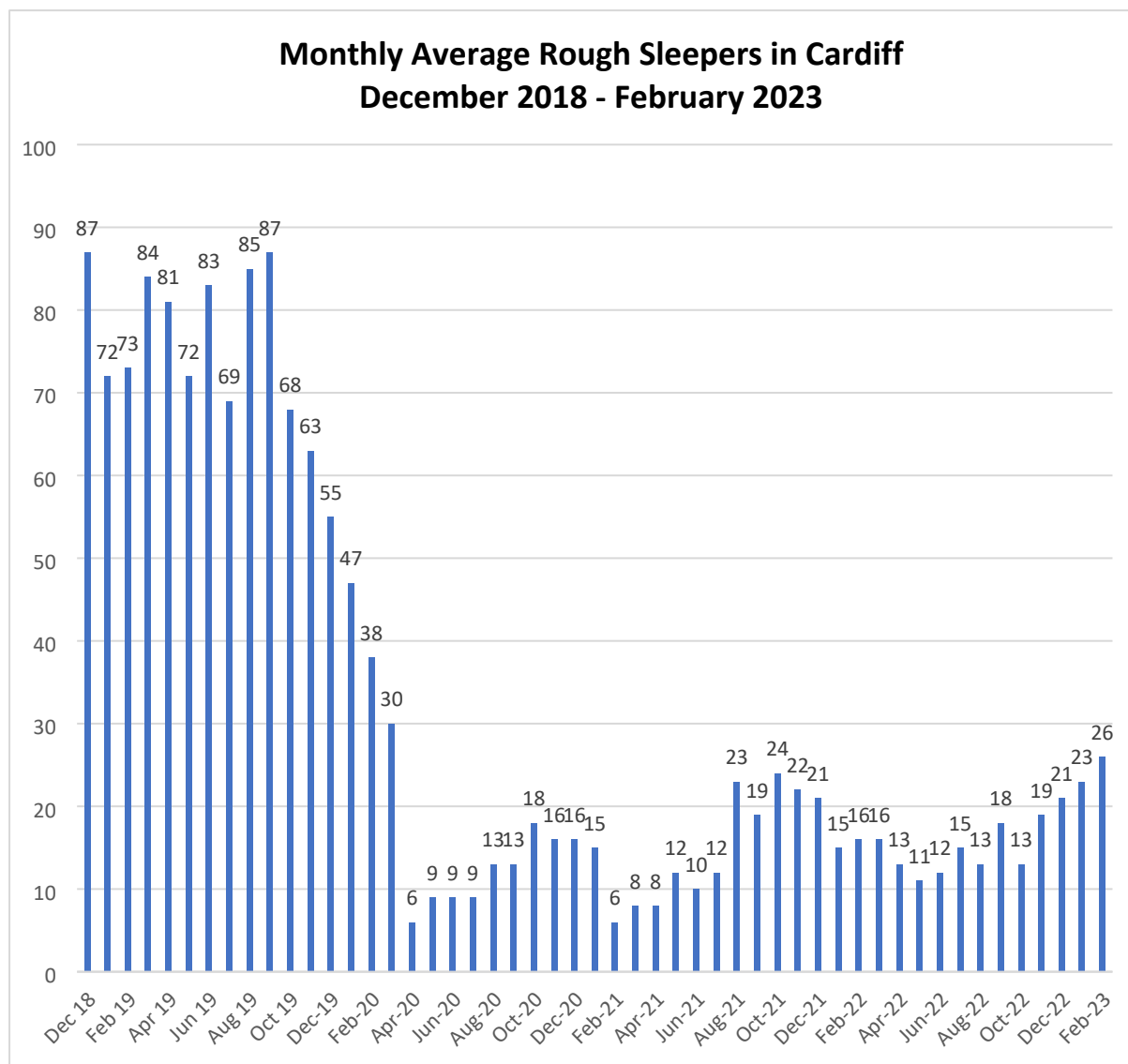
The Reconnection Service enables people to live settled and safe lives, in a community of their choosing.

Rough Sleeper Data

As at 1st March 2023, there were 23 individuals sleeping rough in Cardiff. 17 of these were located in the city centre and 6 in the surrounding areas of Cardiff.

The chart below shows the average number of rough sleepers in Cardiff from December 2018 to February 2023.

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In December 2018 and September 2019, the number of rough sleepers peaked at 87 individuals. Working with our partner's we have made very significant progress in reducing the number of individuals sleeping rough. By March 2020 we had achieved the lowest level for six years at just 30. Following the implementation of covid-19 measures, just 6 rough sleepers were recorded in April 2020 and again in February 2021.

Since the end of the pandemic, the figure has increased. Seasonal changes can affect the figure, however targeted work by the Outreach and Multidisciplinary Team to engage with clients and support them into accommodation has seen the number remain at lower levels than prior to March 2020.

Between 1st April 2022 and 31st March 2023, 92 individuals who were identified as rough sleeping have been assisted into accommodation. On average, across

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the year, 67% of these individuals have maintained the accommodation for 30 days or more.

Insight into eligibility criteria

Recent changes to priority need status in Wales now means that those at risk of “street homelessness”, are now considered to be in priority need. These changes mean that individuals that may have previously become street homeless following a non-priority need decision by an authority would now be entitled to interim accommodation and owed a full housing duty under the Housing Wales Act (2014).

This change reflects a positive move towards Welsh Government’s “no one left out” policy which was adopted during the pandemic. This change however did not impact Cardiff, as all single people were already being placed in accommodation, regardless of priority need status.

Individuals with no Local Connection who present to Cardiff as homeless may not be owed a duty under the Housing Wales Act, provided they are referred to their originating Local Authority who would owe the client a duty.

Changes to priority need status now allows for single people who may not have been found in priority need previously to now be referred to their relevant authority under the Housing Wales Act so that they may receive support from them directly.

Whilst these changes impact those that are homeless, Cardiff continues to work with individuals who have no local connection and who are at risk of homelessness to avoid them from becoming homeless in the first instance. Cardiff also operates a Reconnection Service to help individuals with practical assistance to return to their home area or find relief from homelessness in the Private Rented Sector.

Local Connection is generally defined if an individual has lived in an area for 6 out of 12 months or 3 out of 5 years. Local connection to an area may also be considered if the individual has employment, close family ties, or a need to be in the area due to a special circumstance such as specialist care.

Some households may make themselves homeless intentionally. Intentional homelessness is defined as doing (or failing to do) a deliberate act which results in the individual ceasing to occupy accommodation that would otherwise have been available to them. Some examples of this might include non-payment of

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rent or wilfully abandoning a placement which was reasonable to occupy. Under the Housing Wales Act, these households may be considered to be intentionally homeless and not owed a full (final) housing duty.

Changes in 2019 however now mean that households with children, or applicants under the age of 21 that are deemed to be intentionally homeless will now still progress to a final housing duty and will be supported into accommodation. Intentionality for these groups now only applies when the household has already been found to be intentionally homeless in the past five years.

As an authority, Cardiff is acutely aware that making intentionality decisions can result in households becoming destitute and with nowhere to turn. It is for this reason that intentionality decisions are only made in the strictest circumstances. Where this does apply, cases would be referred to Social Services to ensure that the households are safeguarded.

Providing Good Quality Accommodation

Good quality self-contained accommodation is key to helping single people with complex needs move away from homelessness. As detailed earlier, accommodation within the single person gateway is categorised based on need with specific projects tailored to meet these needs. There is no set time limit for people to stay within supported accommodation and whilst residing in the project they continue to receive support as well as benefiting from activities co-ordinated by the Diversionary Activities Team.

The Accommodation Team works to ensure that all placements are suitable for clients by placing them into the most appropriate pathway available.

For the most complex cases, the service will always strive to move an individual into the Single Assessment Centre as this site is a co-location for the MDT. However, where this is not possible other accommodation will be sought with the MDT delivering the service from that location. There is no time limit on the support received from the MDT and the approach to engagement is 'when the client is ready'.

Cardiff Council also operates a further 48 emergency overnight spaces and 24 units of Out of Hours Accommodation which can be accessed by those who need them on a nightly basis. In recent months there has been huge demand for Out of Hours spaces with as many as 93 individuals presenting in a single night.

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Over recent years a range of new supported accommodation has been developed offering support to single homeless people, tailored to their needs. New accommodation recently developed includes:

Ty Ephraim – 89 units of good quality ensuite accommodation (previously the YHA hostel). Support is on site 24/7 and medical services are provided at the scheme.

Ty Casnewydd – 41 ensuite units rooms (previously student accommodation)

Adams Court – 103 fully self-contained flats with 24/7 support and a range of communal activities and health provision on site. This scheme caters for those who need to spend more time in supported accommodation.

Ty Countisbury – 16 units of self-contained accommodation, for those who are ready for more independence but still require some support.

YMCA low needs pathway – offers hostel and shared accommodation focused on those who are ready to move on with just low-level support.

Moving On

Once the client is ready to move on, they are supported into further accommodation, dictated by their support needs. This can include a move to a lower-need supported accommodation unit or they may be offered social housing through the Supported Accommodation Move On Pathway (SAMOP) process or supported to move into the Private Rented Sector. They may also be referred into a housing-led service which can include a placement in the Supported Accommodation Independent Living (SAIL) project or a Housing First project.

As client's needs are ever-changing and times of crisis or relapse do occur, there is a flexible gateway which allows the service to move people back to suitable accommodation if appropriate. In addition, the service is piloting a community response team as part of the MDT to ensure interventions can be made whilst individuals are living in the community to prevent a return to homelessness.

Managed Blocks

Due to the increasing challenges in finding move on accommodation for single homeless people, Managed Blocks have been developed. These are fully self-contained flats that allow people to move on from homeless accommodation.

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On-site support staff ensure that help is available if and when needed. Two schemes have been developed to date totalling 111 flats and more are planned.

While some existing facilities, such as the Huggard Centre, will continue to offer important services that meet the needs of some clients, less appropriate schemes that offer shared accommodation in the community are being phased out, a process which has already commenced.

Timescales and the interconnection between pathways from the MDT and Outreach services to mainstream services.

The service operates a person-centred approach to the way in which it engages with people. Many of the people the service works with have complex lifestyles which are a barrier to engagement both with Cardiff Council and with partner agencies. In addition, needs can vary and be interchanging which can make timescales difficult to establish. Therefore, the service does not operate within timescales and moves at the pace of the client.

One of the primary objectives of the Multi-Disciplinary Team (MDT) is to ensure that individuals can be assessed and appropriate interventions made with referrals being made into mainstream services including Health services for longer-term care and support. However, due to the complexities of service users this is not always appropriate and there is a risk that they will drop out of support due to non-engagement. Established links have been made across mainstream services and Cardiff Council works closely with partners including Cardiff and Vale Health Inclusion board on individual cases and at a strategic level, as part of steering group, to improve services and work towards positive and sustainable outcomes.

How the council is working to ensure the hostel we own is (and feels) safe and secure for those requiring it and how we are addressing the perception that certain provision offered are not safe and if we have any ability to influence offerings / quality of other hostel provision in the city.

It has been noted that those with complex needs do not always want to take up accommodation due to concerns that the accommodation is not safe. Cardiff Council has undertaken a number of actions to try and address this in its own accommodation, and also by working closely with our commissioned partners.

The Council is working to improve all accommodation across the city by:

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- Opening up projects across multiple wards to break up the concentration in a particular area.
- Increasing use of fully self-contained accommodation
- Providing 24-hour support on site at any schemes supporting people with complex needs
- The introduction of the Housing Safety Officer Contract. This provides each location with SIA trained personal who are on hand to support the service in safeguarding vulnerable people, preventing issues escalating and ensure the environment is managed properly.
- Introduction of the Single Assessment Centre to ensure that people are accommodated based on individual needs assessment and are where possible accommodated in the most appropriate scheme for their needs.
- Providing different levels of service across all projects to work towards supporting people to break the cycle of homelessness. This includes the low need pathway and a range of medium and complex needs supported accommodation.
- Working closely with partners to reconfigure current accommodation to enhance the offer on site, for example the YMCA project focusses on lower needs whereas the Huggard and Ty Tresillian support those with higher needs.
- The council is undertaking a three-year phased approach to decommission provision that doesn't have 24-hour support on site to address complex needs.
- Large investments have been made across our own accommodation to ensure that it is of a high quality and a place where residents feel valued. Further investments will be made across projects over the coming years.
- Investing in appropriate levels of cleaning teams which keep the projects clean and safe. Further work needs to be done to ensure grounds maintenance contracts are consistent across the service.
- When developing new sites and reviewing existing sites the service has benefited from the input of the Police's tactical and design out crime teams to ensure the deterring of criminal activity where possible. This includes appropriate levels of CCTV.
- Where attention is needed due to escalating issues in a locality then multi-agency partnership meetings are called to ensure all services are working towards addressing these issues. These meetings include Supported Accommodation management, Police, the Councils Alarm Receiving

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Centre (ARC), security managers and community safety. An action plan is created that seeks to address any issues identified. Where appropriate an additional safety officer is engaged to patrol the external area of the accommodation with a view to moving people on, reporting intelligence and working with the local community to ensure they feel safe. This was developed following a successful pilot by our Huggard Partners.

- A move away from the idea that shared sleeping spaces is acceptable with an ambition to ensure all accommodation meets a required standard over the next five years.

Addressing incidents in accommodation

Serious incidents do occur across all supported accommodation in Cardiff due to the nature of the clients. Where there are issues, Cardiff Council provides full support to all partners.

Whilst not all data can be captured, there were 66 incidents which resulted in an eviction from accommodation across the Single Person's Gateway in the year 2022/23. Residents traditionally do not report incidents to staff or the police which can make it difficult to manage issues effectively for both agencies.

Where there is criminality, the accommodation provider will report the incident to the police. When a serious incident does occur accommodation providers are able to utilise various housing management tools such as exclusions, evictions, accommodation transfers and license extensions. The council is committed to reducing rough sleeping and therefore when a decision is taken to remove someone from their placement staff on the Single Person Gateway are informed and all steps to make reserve accommodation are taken.

Use of Enforced Transfers

An enforced transfer takes place when a client is likely to be evicted from a placement but is moved to another placement on the same day. Following the introduction of the Renting Homes Act in December 2022, the use of an Enforced Transfer will only apply to those tenants who are residing in supported accommodation under a licence agreement and not those who have been issued with a supported standard contract.

The placement or project that the client is moved to may be better suited in addressing their support needs. Moving the client into an alternative placement

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prior to the eviction maintains the client's journey and ensures they do not enter a new period of homelessness.

Addressing the "Revolving Door" of Homelessness

Homelessness services in Cardiff have identified a number of clients who are repeatedly being evicted or experiencing a placement breakdown resulting in them being passed from service to service, often for a number of years. This has resulted in a 'revolving door' effect with clients moving between accommodation services and periods of rough sleeping. An internal support service enhanced by the MDT, works with both victims and perpetrators of ASB to prevent evictions and placement breakdowns by providing additional support to ensure a range of options are considered in the best interest of the client. Working in this way identifies reasons and triggers for placement breakdown so that further loss of placement can be avoided in the future.

In addition, with the implementation of the Renting Homes Act in December 2022, managing anti-social behaviour within supported accommodation could potentially become more challenging as individuals have increased rights to their accommodation. Previously individuals residing in supported accommodation would have signed license agreements. These agreements enabled accommodation providers to evict those who displayed anti-social behaviour quickly, however the Renting Homes Act now requires all occupiers of supported accommodation to sign a supported standard contract after 6 months which now places increased legislative requirements on landlords to enable eviction. The impact of this legislation is being carefully monitored.

Wrap around support offered to individuals to help them address any street-based lifestyles / mental health needs etc.

Street-based lifestyles describes vulnerable people that spend all or a significant amount of their time on the streets. Examples of this include, but are not limited to people that beg, rough sleepers, people involved in open drug activity and victims of sexual exploitation. Individuals from these cohorts commonly present with complex needs, have experienced traumatic backgrounds and require support from a range of services.

Street-based lifestyles is commonly associated with the homeless (rough sleepers and people supported in temporary accommodation) however, evidence suggests this is frequently not the case and many are in fact already

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housed. Nevertheless, the number of people accessing homeless services has been growing across the UK and managing this population and any associated impact on individuals, communities and municipal centres poses a serious challenge to public services.

In terms of the overview of support offered to those engaged in street-based lifestyles, the service has three approaches to dealing with this which includes offering:

- Accommodation that is high quality, safe and appropriate,
- Offering intensive support to address reasons for street-based lifestyles via care coordinators and MDT services.
- Offering a comprehensive programme of Diversionary Activities to address boredom and isolation and to provide opportunities for learning.

The Street-Based Lifestyles strategic group which sits within Community Safety includes members from a range of organisations including homeless accommodation services, Cardiff & Vale University Health Board, Safer Wales and South Wales Police. The group looks to address the issue on street-based lifestyles and influence policies and procedures to ensure those engaging in activity are supported away from this behaviour in a sustainable way. Examples of work by this group include monitoring hotspots and drug related litter, development of the tent protocol and reviewing displacement of activities. The group is supported by an operational sub-group which look develop creative solutions to deal with more localised street-based lifestyle issues.

Support Schemes specific to those with Complex Needs

Housing First

Housing First offers direct placement into Council, Housing Association and private rented sector tenancies with intensive wraparound support. It gives people who have experienced homelessness, and have complex needs, a stable home from which to rebuild their lives. The service provides intensive, person-centred, holistic support that is open-ended. Housing First works towards people's strengths, with Adverse Childhood Experiences (ACE) and Psychologically Informed Environment (PIE) in mind when engaging with the most complex clients within the homelessness service.

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One of Housing First's principles is that an individual does not have to be housing ready. The service does not aim for someone to be abstinent but works with the individual with a recovery orientated approach. The service offers intensive support, which is open ended to clients, this will be offered 7 days per week.

There are currently five Housing First schemes in Cardiff, three are operated by the Council, one for rough sleepers, one for prison leavers and a new scheme recently launched for young people leaving care.

A further scheme for single people is operated by the Salvation Army and Llamau are operating a further scheme for young people.

There are a total of 53 clients currently in Housing First tenancies in Cardiff. 37 clients are engaging with the Cardiff Council schemes, 28 of which are currently in accommodation. There are 29 clients engaging with the Salvation Army Scheme, 25 of which are currently in accommodation.

The support clients receive via Housing First is varied. Support workers offer budgeting, life skills, support with appointments and diversionary activities. The support is client led and they will take the lead on what support they require and what goals they would like to be set for themselves. The support is available throughout the whole time of an individual being on the project, this includes intensive, maintenance and then a dormant stage. For an example after a year an individual may go down to maintenance stage where they are receiving less support, however if a crisis occurs the service can offer intensive support again. For the clients on the project but are placed in front line services they will be given pre-tenancy support and once accommodation is sourced, will be assisted with move on support and help in setting up in a new tenancy. This ensures an easier transition for the client and gives them a better start for a successful tenancy.

The service tries to keep a low case load for each support worker so that they have availability to give the client the intensive support each week.

Housing First is funded by the Welsh Government and the funding allows the service to help support clients with rental shortfalls, tenancy move in packs and support with utility bills once a client moves into a new property.

The service has noticed that due to the current cost of living crisis, there are high financial demands within the private rented sector as the rental charges have

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increased and they are supporting clients to pay the rental shortfall with a top up of rent each month on a more regular basis.

Supported Accommodation to Independent living Project (SAIL)

Supported Accommodation to Independent living, (SAIL) works in a similar way to Housing First by supporting people with complex needs with re-occurring periods of homelessness. Support is person centred and the service works within the PIE framework by using a trauma-informed approach. Support is based on the clients' goals and aspirations.

The SAIL pathway focusses on progress. Many people in supported accommodation are making good progress however this work can be undone by long periods without a move on plan, therefore the SAIL pathway can offer a quick route out for individuals who are stable and ready to move on.

SAIL support is based on 1-2 hours a week with the ability to be flexible depending on the needs of the client.

Many referrals are made through frontline support services and the MDT. Once a person has been identified as ready to move on through the pathway the accommodation provider will complete a SAIL referral form, the manager will evaluate the referral and determine whether the person is suitable to go through the pathway and if so, will be discussed at the next SAIL Panel.

SAIL panels are held every 4 weeks and are chaired by the Housing Led Manager. A representative from Cardiff Council's Social Inclusions Unit and the Housing Allocations Team Leader are also present. The accommodation provider is invited to the panel to provide background information on the person being referred along with any important risk information. If all parties are happy that SAIL is a suitable pathway, the Allocations Team will proceed with placing the individual on the Cardiff Housing Waiting List under an immediate banding.

Once an individual is accepted at panel, they will be allocated a SAIL Officer who will begin pre-tenancy support. Once an offer has been made the Support Worker will support with viewing, signing, and moving into the property. The SAIL officer will then begin some tenancy support.

SAIL support is reviewed after 6 months, and a SAIL Officer can decide to extend support for a further 6 months or withdraw support as the tenant is maintaining their tenancy well and no longer requires further support.

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If there are any issues with the tenancy the allocated SAIL Officer and the Housing Led Manager will explore alternative accommodation. There are 19 clients on the scheme with 14 currently in accommodation.

Diversiory Activities

Many people who are seen begging or congregating on the street do already have access to accommodation. The Diversiory Activities initiative is dedicated to tackling the rise of negative street cultures, helping people to move away from the lucrative begging activity and building their skills and ability to move into independent living. This is achieved through engagement via education, training and employment, creative and therapeutic activities.

There are currently 344 individuals engaging with Diversiory Activities. In 2022/23, 615 different activity sessions were delivered resulting in over 7,000 hours of diverted activity.

Providing Access to Health Services

The enhanced MDT is working collaboratively with the Cardiff & Vale Health Inclusion Service to provide drop-in GP / nurse sessions for clients in supported accommodation. Clients who have complex needs may be resistant to attend primary services due to the difficulties of obtaining an appointment or past experiences which have left a negative impact on them. Clients are able to see a doctor or nurse for advice, guidance or to receive help with acute issues in an environment that they feel comfortable in with familiar faces surrounding them.

The service is delivered daily at either Ty Ephraim, the Huggard, Ty Tresillian or Adam's Court with clients from across the Single Person Gateway able to access the sessions. The aim is to improve access to care and to reduce pressure on unscheduled care. The project is working well – as at March 2023, 90 people had attended the sessions.

A further pilot is currently being developed at Ty Ephraim called "Anywhere Anytime". The service enables clients to have video consultations with their practitioners and consultants. The service will be implementing face-to-face training sessions so that staff at Ty Ephraim are able to support the clients to use this facility.

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Substance Misuse Services

During the pandemic, as clients remained in accommodation it quickly became clear that there was an unprecedented opportunity for services to work with those with the most complex needs, who wanted to take a step away from substance misuse.

Work was undertaken in partnership with the Area Planning Board (APB), Cardiff & Vale of Glamorgan University Health Board, Kaleidoscope, G4S and The Huggard to provide nurse-led prescribing services directly into the hotels and hostels aimed at harm-reduction and rapid prescribing.

A new long-lasting drug substitute, Buvidal was made available with the support of Welsh Government and the results were exceptionally positive. Positive messaging was created about Buvidal, encouraging clients to talk about their successes with peers. Nurse assessments took place in hostels and hotels all the resources of the MDT were utilised. Following the end of the pandemic this service remains in place.

As at the end of Quarter 3 2022/23, 376 individuals had been prescribed Buvidal via the Community Addiction Unit, Dyfodil, Rapid Access Prescribing Service and GP shared care.

Insight into our works with partners (police, health, third sector) to support individuals with complex needs outside of MDT e.g., weekly multi-agency meetings.

The Multi-disciplinary Team meets weekly to ensure actions and outcomes are recorded and input is received from a range of different professionalisms. The MDT has the option to invite guests into the meeting for input on a particular case or to provide background to a referral.

In addition to this there are a range of working protocols and interventions amongst the various partnerships. This includes Accommodation Transfer agreements which sees someone move accommodation in the event of a placement breakdown without the need to evict. There is also the ability to call a Falling Through the Net meeting (FFTN) which brings relevant agencies together to address concerns and set agreed actions.

Where there is a significant threat to the health and safety of an individual the accelerated and blue light procedures are in place which allows homeless

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services to escalate issues to a senior level to ensure an emergency action plan is created. It is rare that these procedures are used since the development of MDT.

More broadly, where there is a need to address wider issues and share information there are a range of platforms where partners are able to contribute to the development of services. This includes quarterly partnership boards, Street Based Lifestyles meetings and Health-led meetings such as the fatal drug panel. Each supported accommodation unit will also have its own meetings directly with partners on a local level such as with local police neighbourhood teams.

Challenges

Housing demand is outstripping supply in Cardiff. This has resulted in high demand for permanent affordable housing; longer stays in temporary accommodation and unprecedented waiting lists for both settled and temporary accommodation across all Gateways. Social housing vacancies have decreased as current tenants are moving on less frequently. This in turn is reducing move on from temporary accommodation.

There is a significant shortfall between market prices for private rented accommodation and the Local Housing Allowance rates. This means that private rented accommodation is unaffordable to many of the clients accessing housing support services. Significant resources continue to be invested in increasing the availability of permanent accommodation and the new Landlord Enquiry Tenant Support (LETS) team is working tirelessly to secure additional accommodation in the Private Rented Sector.

Despite these challenges the service is continuing to make significant progress in supporting the most vulnerable people in the city and making real change to people's lives.