

Cardiff Rough Sleeper Strategy 2017-2020 - Update March 2018

The Cardiff Rough Sleeper Strategy 2017-2020 was approved in March 2017, with an overall vision to: **'Work towards ending rough sleeping in Cardiff'**.

The Strategy set out a number of ambitious activities to be undertaken by the Council and partners. This document provides an update on progress to date against key commitments.

Complex Needs

The following **Rough Sleeper Lead Needs** were identified by Outreach for the week ending 30th March 2018:

- **Substance Misuse – 33** (22 with Mental Health as secondary need)
- **Mental Health - 9**
- **Alcohol – 5** (2 with Mental Health as secondary need)
- **Learning Disability – 0**

The Outreach Team has been expanded and its operating hours extended. All staff are now fully trained and completing statutory homelessness assessments, providing clients with access to services based on priority need. Health and support requirements are also considered, ensuring onward referral into suitable services.

Rough Sleeping Monitoring March 2018

Period (week ending)	Total Rough Sleepers	No Local Connection (incl unknown)	EEA - No Housing Benefit
9th March	51	49%	1
16th March	56	45%	1
23rd March	50	50%	1
30th March	60	35%	1



Addressing Begging

The full launch of the **'Give DIFFerently'** campaign took place on 12th March 2018 with media coverage and a contactless donation point situated on the Hayes fronted by Cardiff Blues' Sam Warburton.

Over 500 donations have been received which are being match funded by the Four Acre Trust. Grant applications can now be made via the Community Foundation in Wales. FOR Cardiff are looking at the next stage of the campaign and considering rolling out further technology later in the year.

13 rough sleepers were assisted into accommodation during March 2018.

A total of 204 rough sleepers have been assisted into accommodation since April, against a target of 144 for 2017-18.

Reconnection Service

182 people were referred to the Service during 2017-18. Of these, **162** (89%) presented to the service. **124** clients (77%) went on to achieve a positive outcome:

- Reconnected to friends and family - **34**
- Reconnected to make presentation at own Local Authority - **42**
- Supported to move into private rented accommodation - **19**
- Offered supported accommodation via waiver/reassessment - **29**

Reconnection staff engaged with a further **291** potential clients at outreach surgeries over the year. A **new reporting format** will ensure these people are reflected in future figures. A **new pathway** has also been developed at the Housing Options Centre for clients with no local connection, to improve the customer journey and try to prevent initial disengagement.



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Accommodation Review

Emergency Provision—3 extra pods are now in place at Ty Tresillian. A further 5 pods at Ty Tresillian and 8 at Huggard are due by late summer. Plans are in place to expand the Night Shelter at Clare Road by November 2018. Additional provision to be explored.

Night Shelter—Direct referrals from Outreach have been increased from 2 to 4 bed spaces.

Emergency Accommodation—Interim support now in place. Positive outcomes with only 4% abandonment rate in pods and 25% on floor space.

Litchfield Court—Fully supported model to be in place in 2018. There are plans for extensive refurbishment work, including additional ground floor, wheelchair accessible units.

Let's Do Something DIFFerent

An event held with Volunteering Networks in March was attended by 150 delegates. The event showed an appetite to co-ordinate resources and take forward a shared agenda to address homelessness and rough sleeping. Proposals include:

- Developing a website to share good practice, provide information and publicise events.
- Using social media to share successes with the public.
- Access to joint training and good practice.
- Increased befriending, volunteering, peer mentoring.
- Producing a Homelessness Charter.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

Innovative Projects

A number of innovative projects have been developed by the Council and partners to address identified gaps in provision and meet specific needs:

Housing First - A pilot project of up to **10 direct placements into Council, Housing Association and private sector tenancies with intensive wrap-around support** commenced in December 2017. To date, 4 clients have settled in accommodation and a total of 35 weeks of tenancies have been maintained.

"Housing First enables you to immediately reclaim a place in society rather than remain on the margins. I'm deeply grateful for the opportunity" (Client).

Compass Project – Referrals into 4 self-contained units attached to Ty Gobaith offering **intensive and specialist substance misuse support**. 15 rough sleepers with complex needs have been supported since June 2017, 12 of whom have sustained a tenancy. Overall, 87% of clients have displayed improved physical health; 93% increased stability in mental health; 80% increased stability in substance misuse; and 93% decreased street culture activity.

Cardiff Solutions Service - Provides an **alternative drop-in facility** for rough sleepers not accessing other services. During 2017-18, 2,059 contacts were made and 493 individuals supported, 136 of whom requested and secured accommodation.

Ty Tarian - 5 units of specialist accommodation and support for **women with high support needs and at risk of exploitation**, commenced in September 2017. Of the 5 current clients, a total of 97 weeks of tenancies have been maintained. Weekly group work, structured activities and one to one counselling are ongoing, with clients beginning to make significant progress.

Rough Sleeper Project - based on Housing First principles, providing **direct referral into self-contained accommodation** for chronic rough sleepers who have previously failed to engage or sustain other provision. All 11 clients engaging well with staff and maintaining accommodation.

Cold Weather Provision

Cold Weather Provision ran from the beginning of November 2017 until the end of March 2018, with additional accommodation at the Church Night Shelter between December and March.

- Approximately 8,000 nights of accommodation provided. No night without vacancies.
- During Storm Emma 81 people were accommodated on top of the year round provision.
- A phased ending agreed at Ty Tresillian and Huggard to retain those engaging with services.