

Cardiff Rough Sleeper Strategy 2017-2020 - Update December 2017

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.

Outreach / Case Management

The Council's **Homeless Outreach team was expanded in 2017** to include 7 Outreach Officers and a Senior Officer. The team now works 7 days a week, from 7am until late (midnight 3 days a week). An improved **casework management approach** has been implemented along with a new IT system.

Following a successful pilot, homelessness assessments are now being undertaken by the Outreach Officers, with **11 assessments completed in December 2017**.

The **Council website has been updated** to provide members of the public with clearer access to information about the services provided to individuals sleeping rough.

Rough Sleeping Monitoring Data December 2017

| Period (week ending) | Total Rough Sleepers | No Local Connection (incl unknown) | EEA - No Housing Benefit |
|----------------------|----------------------|------------------------------------|--------------------------|
| 1st Dec | 62 | 43% | 2 |
| 8th Dec | | 37% | |
| 15th Dec | | 39% | |
| 22th Dec | | | |

Reconnection Service

Additional funding has been provided to enhance the **advice and support service for EEA Nationals and Out of County UK Nationals**. Extra funds were also made available to assist Out of County UK Nationals access accommodation in their own local authority.

7 clients were seen during December 2017:

- 72% achieved a positive outcome
- 28% are pending an outcome
- 0% did not engage

19 rough sleepers were assisted into accommodation during December 2017.

A total of 151 rough sleepers have been assisted into accommodation since April, against a target of 144 for 2017-18.

Complex Needs

The following **Rough Sleeper Lead Needs** were identified by Outreach for the week ending 22nd December 2017:

- **Substance Misuse – 52** (17 with Mental Health as secondary need)
- **Mental Health - 13**
- **Alcohol – 5** (4 with Mental Health as secondary need)
- **Learning Disability – 1** (Substance Misuse identified as secondary need)

Following completion of the **Health & Housing Review** in May 2017, the assessment form used to refer into supported accommodation has been re-written to **better capture individuals' support requirements** and a new process created to improve monitoring and auditing of referrals. Ongoing **joint commissioning meetings** are taking place with Health and Adult Services.



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Resettlement

Welsh Government funding was secured for a 6-month project to **engage with community groups, businesses and faith groups**. This is now underway, and aims to produce a **'Homeless Charter'** setting out common objectives for all groups to work towards.

Into Work services have been piloted at Ty Greenfarm, Ty Tresillian and Adams Court with very good early results. The introduction of Oak House is imminent, with plans ongoing for Litchfield Court.

Day centre services have been refocussed on **positive activities** to encourage resettlement.



Addressing Begging

A soft launch for **'Give DIFFerently'** commenced in December 2017, with a full launch planned by March 2018. The campaign will offer the public an alternative way to support individuals other than giving directly to people who are street begging, by providing quick access to funds to bring about positive change (e.g. items for a new flat, clothing for interviews, bike to attend work/training/education opportunities). A **multi-agency task group to address begging and anti-social behaviour** is currently being set up with Police and partners and a **diversionary pathway** has been drafted.

Accommodation Review

A number of accommodation-based initiatives are underway, which will supplement the existing comprehensive range of services offered in Cardiff:

Housing First - A pilot project of up to **10 direct placements into Council, RSL and private sector tenancies with wrap around support** became operational in December 2017 (using Council and Welsh Government funding). The **Rough Sleeper Project**, set up in 2012 to provide direct referral into self-contained accommodation, has also been **expanded** as of August 2017.

Compass project – Referrals for rough sleepers into 4 self contained units attached to Ty Gobaith with **intensive and specialist substance misuse support** started in June 2017. Early indications show very positive outcomes.

Night Shelter – The night shelter is being extended to **increase capacity**. There are currently 4 extra spaces, and this will increase over time to 10. In addition, the Council has agreed funding to **extend the operational hours** to provide an additional drop in facility to those not accessing other services. This has also allowed **2 beds to be held at all times for direct placement by Outreach staff** as part of the 'No First Night Out' policy.

Improved emergency provision – **3 extra PODS** are now in place at **Ty Tresillian**, with a **further 5 PODS** due in early 2018. An **additional 8 PODS at the Huggard** are due for completion in January 2018.

Ty Tarian - Accommodation and support for **6 women with high support needs and at risk of exploitation** whose needs are not currently being met in other Frontline provision. Start date September 2017. Early indications are very positive.

Cold Weather Provision commenced in early November. At the end of December 54 spaces were available, with contingency plans for an extra 55 spaces to be used as necessary.