

# Cardiff Rough Sleeper Strategy 2017-2020 - Update November 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 **39 assessments completed in October 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

### October 2017

Period (week ending)	Total Rough Sleepers	No Local Connection (incl unknown)	EEA - No Housing Benefit
6th Oct	90	43%	
13th Oct	99	44%	
20th Oct	79	44%	
27th Oct	79	41%	

## 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.

**50 clients were seen during October 2017:**

- 74% achieved a positive outcome
- 10% are pending an outcome
- 16% did not engage

***16 rough sleepers were assisted into accommodation during October 2017.***

***A total of 119 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 27th October 2017:

- **Substance Misuse – 45** (26 with Mental Health as secondary need)
- **Mental Health - 16**
- **Alcohol – 11** (6 with Mental Health as secondary need)
- **Learning Disability – 1** (Mental Health 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 service will now be extended into Litchfield Court and Oak House.

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



### Addressing Begging

'Give **DIFFerently**' to launch in November 2017, providing the public with an alternative way to support individuals other than giving directly to people who are street begging. The campaign will provide 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** is to commence in November 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 to be extended to **increase capacity** (awaiting confirmation of timescale). 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** – An **additional 8 PODS at the Huggard** are due for completion in January 2018. **Ty Tresillian** aims to open **3 extra PODS** by December 2017, with a **further 5 PODS** in early 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, with 39 spaces currently operating. Another 15 spaces will be opened from mid-December. A minimum of 16 further contingency spaces are also available.***