

## **Appendix 1**

### **Please describe the overall aim and purpose of the proposed activities.**

The overall aim of the Rooflessness & Resettlement Project is to reduce homelessness and repeat homelessness in Ceredigion and rural mid-Wales through the provision of safe accommodation for 'rough sleepers' and homeless people. Additionally this project aims to achieve positive resettlement outcomes through engagement with service users and by providing support, client activities, housing advice, welfare, finance and benefits advice, partnership working and signposting to specialist agencies, et cetera.

This project aims to promote social inclusion for the public benefit by preventing people from becoming socially excluded by reason of homelessness through the provision of a 'Rooflessness and Resettlement Project that incorporates a night shelter'.

The project aims to deliver some of the strategic housing objectives of the Welsh Government to prevent homelessness (as detailed in the Housing Act 2014) and to complement existing provision within Ceredigion (as part of the Local Housing Strategy) and to work with partner agencies to maximise positive social impact.

### **What is your proposed model of service to tackle and prevent homelessness?**

This project was originally 'set up' in 2001 as a cold weather winter provision with a brief to provide 5 overnight bed spaces based in Aberystwyth (the main conurbation in Ceredigion) and also to provide a resettlement service to a visible and growing homeless and rough sleeping population; highlighted by the Local Authority and the Ceredigion Homelessness forum.

However following consultation with Welsh Government, taking into account the performance measure to continue to develop and improve standards of service provision and to meet increasing demand and the changing needs of our beneficiaries, from 2011 onwards the project has been remodelled and undergone extensive change. We have taken account of local, regional and national strategies and through collaboration and additional funding from The Local Authority have enhanced the service and the number of available night shelter and emergency accommodation options.

Provision now includes –

- A total of 50 managed units of accommodation comprising of –
  - i. 45 single units for night shelter and emergency accommodation use
  - ii. 3 x 2 bed units for night shelter and emergency accommodation use
  - iii. 2 x 3 bed units for night shelter and emergency accommodation use

- The increased portfolio of night shelter and emergency units provides accommodation for individuals, couples, families and for people with mobility issues.
- Through collaboration Care Society Night Shelter and Emergency Accommodation staff now also –
  - i. Warden a Care Leaver Project managed by Tai Cantref Housing Association In North Ceredigion
  - ii. Provide warden support 'On Call' and 'back up services' to a Care Leaver Project managed by The Care Society in South Ceredigion
  - iii. Provide warden support, 'On Call' and back up services' to a 'Persistent and Prolific' offender unit managed by The Wallich
  - iv. Facilitate a day time Shower and laundry facility for chaotic Rough Sleepers and homeless people
- A county wide service. Unlike any other 'night shelter' in predominantly urban settings, this project is not provided in one central location, but is distributed through-out Ceredigion, thereby making it available to a greater number of clients and better suited to a rural environment.
- 24 hour access 365 days a year. Homeless presentations can be at any time throughout the day as well as the evening and licences are not limited to one night. As such we are now able to put an emphasis on long term prioritisation in order to create more stability, giving service users the opportunity to identify and deal with specific issues over a longer term.

Our model of service includes-

- Fully trained and competent Night Project Workers / Warden Team. The Rooflessness and Resettlement project is manned by staff through the day and wardens through the evening/ night hours. All project staff have proven experience of dealing with the demands of a broad and diverse service. Additionally wardens are required to provide general upkeep of the project premises and grounds in relation to standards of hygiene and cleanliness, and upkeep and testing of all equipment in relation to Fire and Health and Safety regulations. Wardens monitor C.C.T.V. keep a nightly log of activity across the project, providing advice and guidance to service users where requested or appropriate.
- On call 'back up' provision covering night hours (5pm through to 9 am) offering advice and assistance.
- Implementation of Occupancy Conditions and ongoing monitoring of clients in relation to compliance with the conditions set for the project. Information gathered upon entry to project includes positive identification, self-disclosed issues such as substance/ alcohol abuse, mental health, etc.
- Provision of full ingoing inventory of room to be agreed with the client at point of entry. Ongoing checks to be completed regarding damage to room and items provided e.g. bed, wardrobe etc. When the client is moving to an alternative

address – resettlement, etc. - then an outgoing inspection will take place to agree condition of room and furniture provided, with recommendations for re-charge where applicable.

- Continuous liaison with Housing Department in relation to referrals to the Rooflessness Scheme, allocations to individual units, and general management of the project
- Sharing of information and best practice principles with quarterly meetings, involving the Local Authority and partner organisations including The Wallich, Tai Cantref, Tai Ceredigion Housing Associations and other relevant bodies.
- Assignment of service user with dedicated support worker on entry to the project, or reference to crisis advice through support team, and feedback opportunities
- General consideration for client interests and provision of access to move on and support services, which could involve signposting to relevant agencies in relation to specific service user needs.
- Resettlement - associated Care Society services will explore potential housing options with a view to potential independent living and community integration. Our resettlement programme works successfully alongside the Bond Scheme, Accommodation Officer Project and Support services in addressing each service users specific needs and requirements, from advice to accommodation.
- A programme of activities is delivered to promote inclusion, confidence building, socialisation as a stepping stone to engaging with resettlement activities.